IMPORTANT SAFETY RECALL

NHTSA Recall – 25V-584

Spartan Internal Recall No. 25010

Dear Dealer or Service Manager:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Spartan Fire, LLC has decided that a defect which relates to motor vehicle safety exists in certain model years 2023-2026 Gladiator, Metro Star, FC-94, and KME Panther, and 2024-2025 KME Predator model emergency response chassis cab vehicles.

On the affected vehicles, there is a possibility that a shorter actuator level arm will wedge or bind which could cause a lock-in or lock-out situation.

If this condition exists, the door will not be able to be operated due to the actuator lever arm being bypassed or bound. This causes a lock-in and lock-out situation, not allowing the cab door to be opened. In case of an emergency, should this condition exist, it could increase the risk of potential injury or harm to the occupants. This could occur without warning.

Dealers will inspect the latch logic for each cab door to determine if the trucks are affected and replace the latch logic if they are determined to be non-conforming. The inspection will take 30 minutes per truck and an additional 1 hour per door if the replacement of the latch logic is needed.

We will contact all owners of these units that are affected by this recall. They will be directed to the appropriate dealer for the work. There is no cost to the vehicle owner for the recall remedy.

IMPORTANT: Some vehicles may still be in dealer inventory. Federal law requires you to complete the recall remedy on such vehicles before delivery to the retail customer.

SCHEDULING THE WORK:

1. When the customer calls reporting receipt of a Recall Letter, schedule the work at your mutual convenience.

2. To obtain necessary parts and/or verify recall status, please call andy.haigh@spartanmotors.com or by calling Spartan at **1-800-867-6478**, and reference 25010.

3. Please provide Spartan with the current owner name, address and phone number.

4. **If you have previously performed the inspection or repairs but have not yet submitted an invoice for the inspection, we request that you submit the invoice within 10 calendar days and reference SPEC number 25010.**

COMPLETING THE WORK:

Complete the work per the service bulletin.

DOCUMENTING THE WORK:

1. Please itemize the identified recall number 25010 as completed work on your invoice (separate from any other charges) and reference the work authorization number obtained. You must include the Vehicle Identification Number as a part of this repair when submitting your invoice. Contact Andy Haigh at andy.haigh@spartanmotors.com with this information and the inspection results per instructions in the service bulletin.

HANDLING AN OWNER WITH NO CONFIRMATION LETTER:

1. If you are contacted by the current owner who has not received a recall letter, you should verify that they have an affected vehicle by calling Spartan **1-800-867-6478 opt 0** for verification.

2. Complete the work as instructed in the service bulletin.

3. Document the work and submit the claim as instructed under the Documenting the Work section above.

SPARTAN ASSISTANCE:

If you have technical questions or questions regarding warranty claims, please call **1-800-867-6478**.

Thank you for your continued support, and we appreciate your partnership.

Sincerely,

Spartan Fire, LLC