



EMERGENCY RESPONSE

## **IMPORTANT SAFETY RECALL**

**NHTSA Recall – 25V-910**

**Spartan Internal Recall No. 26001**

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 2021-2023, 2025 Legend, 2007, 2015-2026 Star Series, and 2019-2020 UST Body model emergency response vehicles.

On the affected vehicles, there is a possibility the handle on the ladder lock that retains the ground ladders may detach from the assembly.

If this condition exists, the handle could become detached, which may cause the ground ladder(s) to fall from the vehicle while the vehicle is in motion, increasing the risk of a crash. This could be detected by a loose or missing handle from the ladder lock assembly.

Dealers will inspect the current ladder lock assembly, replace and reassemble as instructed, if necessary. The inspection will take up to 30 minutes and an additional 30 minutes to replace and reinstall the ladder lock assembly, if 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 contact your customer service associate at REV Fire Parts.
3. To verify recall status please call Spartan at **1-800-867-6478**, and reference 26001.



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4. Please provide Spartan with the current owner name, address and phone number.
5. **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 26001.**

#### **COMPLETING THE WORK:**

Complete the work per the service bulletin.

#### **DOCUMENTING THE WORK:**

1. Please itemize the identified recall number 26001 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.

#### **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