



EMERGENCY RESPONSE

IMPORTANT SAFETY RECALL – 25V-910

This notice applies to the vehicle identification number below. February 2nd, 2026



Dear Valued Customer,

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.

Please note: The Vehicle Identification Number that may be affected by this recall is located at the top of this letter.

What is the defect?

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.

Corrective Action:

Dealers will inspect the current ladder lock assembly, replace and reassemble as instructed, if necessary. There is no cost to the vehicle owner for the recall remedy.

Labor Time:

Estimated time for the remedy may be up to 0.5 hours for inspection and an additional 0.5 hours to replace and reinstall the ladder lock assembly, if needed.



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What You Should Do:

If you need further assistance with this notification, contact your local dealer to have the work performed. If you cannot locate a dealer, call Spartan at 1-800-867-6478 to help locate your nearest dealer. Steps will be taken to ensure the recall inspection is performed at the nearest dealer.

If you have completed this remedy prior to receiving this letter, please notify and contact Spartan Central Service at chawarinvsb@spartanmotors.com.

Leased Vehicles:

The lessor must notify the lessee by first class mail within ten (10) days from receipt of their owner notification letter from the manufacturer; both for the initial notification and all subsequent notifications.

Reimbursement:

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy for the problem associated with this recall. For more information contact Spartan at 1-800-867-6478.

Information Change:

If you have changed your address, sold or traded your vehicle, please email us at chawarinvsb@spartanmotors.com to provide updated information.

If the authorized service center has failed or is unable to remedy the defect without charge and within a reasonable time, contact Spartan at 1-800-867-6478. You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, D.C. 20590 or call the Auto Safety Hotline at 1-888-327-4236 (TTY: 1-888-275-9171); or go to <http://www.safercar.gov> if you feel the manufacturer has failed or is unable to remedy the defect without charge.

We regret any inconvenience this service may cause you. Your safety and continued satisfaction with the quality and performance of your chassis is of the utmost concern to us.

Sincerely,