



907 7th Avenue North Brandon, SD 57005
64 Cocalico Creek Road Ephrata, PA 17522
725 SW 46th Avenue Ocala, FL 34474

INNOVATION AND PERFORMANCE
SPARTANERV.COM
605.582.4000

February 25, 2013

Dallas Fire Department
5000 Dolphin Road
Dallas, TX 75223

08164-002 - **4S7AX2P928C070897**

IMPORTANT: Safety Notice

URGENT - SAFETY – RECALL –

Dear Valued Customer,

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

Spartan ERV has decided a defect which relates to motor vehicle safety exists in aerial devices installed on aerial fire apparatus. Aerial fire apparatus affected by this recall are equipped with hydraulic cylinders, produced by RamRod Industries, LLC, on which the welded rod eye was not properly heat treated during the manufacturing process.

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

Defect:

As a result of the improper heat treating process, the rod end attachment may be prone to fracture or separation. In the event two affected cylinders are installed on the same aerial device, the aerial may retract without warning. As a result, severe personal injury or significant property damage could occur.

Corrective Action:

For vehicles affected by this recall, the affected cylinders will be replaced with certified cylinders on which the weld joint has been eliminated, at no charge.

Labor Time:

The labor time required to perform said repairs will be approximately **6 hours**. Due to some service scheduling times, your service center may need your vehicle for a longer period.



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What You Should Do:

Call Spartan ERV at 800-867-6478 Option 2. Steps will be taken to ensure the recall is performed at the nearest authorized service center. You may also find where facilities are located on Spartan's website: www.spartanerv.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 of the problem associated with this recall. For more information contact Spartan ERV at 800-867-6478 Option 2.

Reply Card:

Please fill out the enclosed prepaid postcard and mail it to us if you have changed your address, sold, or traded the vehicle.

If the authorized service center has failed or is unable to remedy the defect without charge and within a reasonable time, contact Spartan ERV at 800-867-6478 Option 2. 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: 1-800-424-9153); or go to <http://www.safercar.gov> We regret any inconvenience this service may cause you. Your safety and continued satisfaction with the quality and performance of your Spartan ERV vehicle is of the utmost concern to us.

Sincerely,

A handwritten signature in black ink, appearing to read 'Brent Porter', with a long, sweeping horizontal line extending to the right.

Brent Porter

Lead Customer Service Representative

Spartan ERV



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INNOVATION AND PERFORMANCE
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February 25, 2013

City of East Orange Fire Department
468 Dr. Martin Luther King, Jr. Blvd.
East Orange, NJ 07017
08170-001 - 4S7AX2C928C070730

IMPORTANT: Safety Notice

URGENT - SAFETY – RECALL –

Dear Valued Customer,

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

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INNOVATION AND PERFORMANCE
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February 25, 2013

Bedford Fire Department
1816 Bedford Road
Bedford, TX 76021

07147-001 - 4S7AX2P908C066976

IMPORTANT: Safety Notice

URGENT - SAFETY – RECALL –

Dear Valued Customer,

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

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February 25, 2013

City of Burbank Fire Department
6530 W. 79th Street
Burbank, IL 60459

07170-001 - 4S7AX2C918C067737

IMPORTANT: Safety Notice

URGENT - SAFETY – RECALL –

Dear Valued Customer,

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February 25, 2013

Snohomish County FPD #1
12425 Meridian Avenue
Everett, WA 98208

08048-001 - **4S7AX2F949C070371**

IMPORTANT: Safety Notice

URGENT - SAFETY – RECALL –

Dear Valued Customer,

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February 25, 2013

City of Tacoma
3628 South 35th Street
Tacoma, WA 98409
08110-001 - 4S7AU2F909C070604

IMPORTANT: Safety Notice

URGENT - SAFETY – RECALL –

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INNOVATION AND PERFORMANCE
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February 25, 2013

North Davis Fire District
381 North 3150 West
West Point, UT 84015

09014-001 - 4S7AU2D919C071070

IMPORTANT: Safety Notice

URGENT - SAFETY – RECALL –

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INNOVATION AND PERFORMANCE
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February 25, 2013

Dallas Fire Department
5000 Dolphin Road
Dallas, TX 75223

08164-002 - 4S7AX2P928C070897

IMPORTANT: Safety Notice

URGENT - SAFETY - RECALL -

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February 25, 2013

Jersey City Fire Department
465 Marin Boulevard
Jersey City, NJ 07302

07126-001 - 4S7AW2F958C066489

IMPORTANT: Safety Notice

URGENT - SAFETY – RECALL –

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INNOVATION AND PERFORMANCE
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February 25, 2013
Coronado Fire Department
1001 6th Street
Coronado, CA 92118
08026-001 - 4S7AU2P998C067844

IMPORTANT: Safety Notice

URGENT - SAFETY – RECALL –

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As a result of the improper heat treating process, the rod end attachment may be prone to fracture or separation. In the event two affected cylinders are installed on the same aerial device, the aerial may retract without warning. As a result, severe personal injury or significant property damage could occur.

Corrective Action:

For vehicles affected by this recall, the affected cylinders will be replaced with certified cylinders on which the weld joint has been eliminated, at no charge.

Labor Time:

The labor time required to perform said repairs will be approximately **6 hours**. Due to some service scheduling times, your service center may need your vehicle for a longer period.



907 7th Avenue North Brandon, SD 57005
64 Cocalico Creek Road Ephrata, PA 17522
725 SW 46th Avenue Ocala, FL 34474

INNOVATION AND PERFORMANCE
SPARTANERV.COM
605.582.4000

What You Should Do:

Call Spartan ERV at 800-867-6478 Option 2. Steps will be taken to ensure the recall is performed at the nearest authorized service center. You may also find where facilities are located on Spartan's website: www.spartanerv.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 of the problem associated with this recall. For more information contact Spartan ERV at 800-867-6478 Option 2.

Reply Card:

Please fill out the enclosed prepaid postcard and mail it to us if you have changed your address, sold, or traded the vehicle.

If the authorized service center has failed or is unable to remedy the defect without charge and within a reasonable time, contact Spartan ERV at 800-867-6478 Option 2. 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: 1-800-424-9153); or go to <http://www.safercar.gov> We regret any inconvenience this service may cause you. Your safety and continued satisfaction with the quality and performance of your Spartan ERV vehicle is of the utmost concern to us.

Sincerely,

A handwritten signature in black ink, appearing to read 'Brent Porter'.

Brent Porter

Lead Customer Service Representative

Spartan ERV



907 7th Avenue North Brandon, SD 57005
64 Cocalico Creek Road Ephrata, PA 17522
725 SW 46th Avenue Ocala, FL 34474

INNOVATION AND PERFORMANCE
SPARTANERV.COM
605.582.4000

February 25, 2013

City of Sioux Falls Fire and Rescue
2820 South Minnesota Avenue
Sioux Falls, SD 57117
08025-001 - 4S7AX2C978C067838

IMPORTANT: Safety Notice

URGENT - SAFETY - RECALL -

Dear Valued Customer,

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

Spartan ERV has decided a defect which relates to motor vehicle safety exists in aerial devices installed on aerial fire apparatus. Aerial fire apparatus affected by this recall are equipped with hydraulic cylinders, produced by RamRod Industries, LLC, on which the welded rod eye was not properly heat treated during the manufacturing process.

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

Defect:

As a result of the improper heat treating process, the rod end attachment may be prone to fracture or separation. In the event two affected cylinders are installed on the same aerial device, the aerial may retract without warning. As a result, severe personal injury or significant property damage could occur.

Corrective Action:

For vehicles affected by this recall, the affected cylinders will be replaced with certified cylinders on which the weld joint has been eliminated, at no charge.

Labor Time:

The labor time required to perform said repairs will be approximately **6 hours**. Due to some service scheduling times, your service center may need your vehicle for a longer period.



907 7th Avenue North Brandon, SD 57005
64 Cocalico Creek Road Ephrata, PA 17522
725 SW 46th Avenue Ocala, FL 34474

INNOVATION AND PERFORMANCE
SPARTANERV.COM
605.582.4000

What You Should Do:

Call Spartan ERV at 800-867-6478 Option 2. Steps will be taken to ensure the recall is performed at the nearest authorized service center. You may also find where facilities are located on Spartan's website: www.spartanerv.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 of the problem associated with this recall. For more information contact Spartan ERV at 800-867-6478 Option 2.

Reply Card:

Please fill out the enclosed prepaid postcard and mail it to us if you have changed your address, sold, or traded the vehicle.

If the authorized service center has failed or is unable to remedy the defect without charge and within a reasonable time, contact Spartan ERV at 800-867-6478 Option 2. 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: 1-800-424-9153); or go to <http://www.safercar.gov> We regret any inconvenience this service may cause you. Your safety and continued satisfaction with the quality and performance of your Spartan ERV vehicle is of the utmost concern to us.

Sincerely,

A handwritten signature in black ink, appearing to read "Brent Porter".

Brent Porter

Lead Customer Service Representative

Spartan ERV



907 7th Avenue North Brandon, SD 57005
64 Cocalico Creek Road Ephrata, PA 17522
725 SW 46th Avenue Ocala, FL 34474

INNOVATION AND PERFORMANCE
SPARTANERV.COM
605.582.4000

February 25, 2013
Darby Fire Patrol #2
512 Chestnut Street/ PO Box #2
Darby, PA 19023
08036-001 - **4S7AU2D958C067893**

IMPORTANT: Safety Notice

URGENT - SAFETY – RECALL –

Dear Valued Customer,

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

Spartan ERV has decided a defect which relates to motor vehicle safety exists in aerial devices installed on aerial fire apparatus. Aerial fire apparatus affected by this recall are equipped with hydraulic cylinders, produced by RamRod Industries, LLC, on which the welded rod eye was not properly heat treated during the manufacturing process.

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Defect:

As a result of the improper heat treating process, the rod end attachment may be prone to fracture or separation. **I**n the event two affected cylinders are installed on the same aerial device, the aerial may retract without warning. As a result, severe personal injury or significant property damage could occur.

Corrective Action:

For vehicles affected by this recall, the affected cylinders will be replaced with certified cylinders on which the weld joint has been eliminated, at no charge.

Labor Time:

The labor time required to perform said repairs will be approximately **6 hours**. Due to some service scheduling times, your service center may need your vehicle for a longer period.



907 7th Avenue North Brandon, SD 57005
64 Cocalico Creek Road Ephrata, PA 17522
725 SW 46th Avenue Ocala, FL 34474

INNOVATION AND PERFORMANCE
SPARTANERV.COM
605.582.4000

What You Should Do:

Call Spartan ERV at 800-867-6478 Option 2. Steps will be taken to ensure the recall is performed at the nearest authorized service center. You may also find where facilities are located on Spartan's website: www.spartanerv.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.

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Reply Card:

Please fill out the enclosed prepaid postcard and mail it to us if you have changed your address, sold, or traded the vehicle.

If the authorized service center has failed or is unable to remedy the defect without charge and within a reasonable time, contact Spartan ERV at 800-867-6478 Option 2. 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: 1-800-424-9153); or go to <http://www.safercar.gov> We regret any inconvenience this service may cause you. Your safety and continued satisfaction with the quality and performance of your Spartan ERV vehicle is of the utmost concern to us.

Sincerely,

A handwritten signature in black ink, appearing to read "Brent Porter".

Brent Porter

Lead Customer Service Representative

Spartan ERV



907 7th Avenue North Brandon, SD 57005
64 Cocalco Creek Road Ephrata, PA 17522
725 SW 46th Avenue Ocala, FL 34474

INNOVATION AND PERFORMANCE
SPARTANERV.COM
605.582.4000

February 25, 2013

Dallas Fire Department
5000 Dolphin Road
Dallas, TX 75223

08164-001 - 4S7AX2P908C070896

IMPORTANT: Safety Notice

URGENT - SAFETY – RECALL –

Dear Valued Customer,

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

Spartan ERV has decided a defect which relates to motor vehicle safety exists in aerial devices installed on aerial fire apparatus. Aerial fire apparatus affected by this recall are equipped with hydraulic cylinders, produced by RamRod Industries, LLC, on which the welded rod eye was not properly heat treated during the manufacturing process.

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Corrective Action:

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Labor Time:

The labor time required to perform said repairs will be approximately **6 hours**. Due to some service scheduling times, your service center may need your vehicle for a longer period.



907 7th Avenue North Brandon, SD 57005
64 Cocalico Creek Road Ephrata, PA 17522
725 SW 46th Avenue Ocala, FL 34474

INNOVATION AND PERFORMANCE
SPARTANERV.COM
605.582.4000

What You Should Do:

Call Spartan ERV at 800-867-6478 Option 2. Steps will be taken to ensure the recall is performed at the nearest authorized service center. You may also find where facilities are located on Spartan's website: www.spartanerv.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 of the problem associated with this recall. For more information contact Spartan ERV at 800-867-6478 Option 2.

Reply Card:

Please fill out the enclosed prepaid postcard and mail it to us if you have changed your address, sold, or traded the vehicle.

If the authorized service center has failed or is unable to remedy the defect without charge and within a reasonable time, contact Spartan ERV at 800-867-6478 Option 2. 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: 1-800-424-9153); or go to <http://www.safercar.gov> We regret any inconvenience this service may cause you. Your safety and continued satisfaction with the quality and performance of your Spartan ERV vehicle is of the utmost concern to us.

Sincerely,

A handwritten signature in black ink, appearing to read "Brent Porter".

Brent Porter

Lead Customer Service Representative

Spartan ERV



907 7th Avenue North Brandon, SD 57005
64 Cocalico Creek Road Ephrata, PA 17522
725 SW 46th Avenue Ocala, FL 34474

INNOVATION AND PERFORMANCE
SPARTANERV.COM
605.582.4000

February 25, 2013

City of Buffalo, Department of Fire
195 Court Street
Buffalo, NY 14202

08102-001 - 4S7AX2F969C068654

IMPORTANT: Safety Notice

URGENT - SAFETY – RECALL –

Dear Valued Customer,

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

Spartan ERV has decided a defect which relates to motor vehicle safety exists in aerial devices installed on aerial fire apparatus. Aerial fire apparatus affected by this recall are equipped with hydraulic cylinders, produced by RamRod Industries, LLC, on which the welded rod eye was not properly heat treated during the manufacturing process.

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Corrective Action:

For vehicles affected by this recall, the affected cylinders will be replaced with certified cylinders on which the weld joint has been eliminated, at no charge.

Labor Time:

The labor time required to perform said repairs will be approximately **6 hours**. Due to some service scheduling times, your service center may need your vehicle for a longer period.



907 7th Avenue North Brandon, SD 57005
64 Cocalico Creek Road Ephrata, PA 17522
725 SW 46th Avenue Ocala, FL 34474

INNOVATION AND PERFORMANCE
SPARTANERV.COM
605.582.4000

What You Should Do:

Call Spartan ERV at 800-867-6478 Option 2. Steps will be taken to ensure the recall is performed at the nearest authorized service center. You may also find where facilities are located on Spartan's website: www.spartanerv.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:

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Reply Card:

Please fill out the enclosed prepaid postcard and mail it to us if you have changed your address, sold, or traded the vehicle.

If the authorized service center has failed or is unable to remedy the defect without charge and within a reasonable time, contact Spartan ERV at 800-867-6478 Option 2. 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: 1-800-424-9153); or go to <http://www.safercar.gov> We regret any inconvenience this service may cause you. Your safety and continued satisfaction with the quality and performance of your Spartan ERV vehicle is of the utmost concern to us.

Sincerely,

A handwritten signature in black ink, appearing to read "Brent Porter".

Brent Porter

Lead Customer Service Representative

Spartan ERV



907 7th Avenue North Brandon, SD 57005
64 Cocalico Creek Road Ephrata, PA 17522
725 SW 46th Avenue Ocala, FL 34474

INNOVATION AND PERFORMANCE
SPARTANERV.COM
605.582.4000

February 25, 2013

Skyview Volunteer Fire Company
660 Noble Drive
West Mifflin, PA 15122
08043-001 - 4S7AX2C969C068125

IMPORTANT: Safety Notice

URGENT - SAFETY – RECALL –

Dear Valued Customer,

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

Spartan ERV has decided a defect which relates to motor vehicle safety exists in aerial devices installed on aerial fire apparatus. Aerial fire apparatus affected by this recall are equipped with hydraulic cylinders, produced by RamRod Industries, LLC, on which the welded rod eye was not properly heat treated during the manufacturing process.

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

Defect:

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Corrective Action:

For vehicles affected by this recall, the affected cylinders will be replaced with certified cylinders on which the weld joint has been eliminated, at no charge.

Labor Time:

The labor time required to perform said repairs will be approximately **6 hours**. Due to some service scheduling times, your service center may need your vehicle for a longer period.



907 7th Avenue North Brandon, SD 57005
64 Cocalico Creek Road Ephrata, PA 17522
725 SW 46th Avenue Ocala, FL 34474

INNOVATION AND PERFORMANCE
SPARTANERV.COM
605.582.4000

What You Should Do:

Call Spartan ERV at 800-867-6478 Option 2. Steps will be taken to ensure the recall is performed at the nearest authorized service center. You may also find where facilities are located on Spartan's website: www.spartanerv.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 of the problem associated with this recall. For more information contact Spartan ERV at 800-867-6478 Option 2.

Reply Card:

Please fill out the enclosed prepaid postcard and mail it to us if you have changed your address, sold, or traded the vehicle.

If the authorized service center has failed or is unable to remedy the defect without charge and within a reasonable time, contact Spartan ERV at 800-867-6478 Option 2. 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: 1-800-424-9153); or go to <http://www.safercar.gov> We regret any inconvenience this service may cause you. Your safety and continued satisfaction with the quality and performance of your Spartan ERV vehicle is of the utmost concern to us.

Sincerely,

A handwritten signature in black ink, appearing to read "Brent Porter".

Brent Porter

Lead Customer Service Representative

Spartan ERV



907 7th Avenue North Brandon, SD 57005
64 Cocalico Creek Road Ephrata, PA 17522
725 SW 46th Avenue Ocala, FL 34474

INNOVATION AND PERFORMANCE
SPARTANERV.COM
605.582.4000

February 25, 2013

City of Yakima Fire Department
401 Front Street
Yakima, WA 98901

08193-001 - 4S7AW2C979C071022

IMPORTANT: Safety Notice

URGENT - SAFETY – RECALL –

Dear Valued Customer,

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

Spartan ERV has decided a defect which relates to motor vehicle safety exists in aerial devices installed on aerial fire apparatus. Aerial fire apparatus affected by this recall are equipped with hydraulic cylinders, produced by RamRod Industries, LLC, on which the welded rod eye was not properly heat treated during the manufacturing process.

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Corrective Action:

For vehicles affected by this recall, the affected cylinders will be replaced with certified cylinders on which the weld joint has been eliminated, at no charge.

Labor Time:

The labor time required to perform said repairs will be approximately **6 hours**. Due to some service scheduling times, your service center may need your vehicle for a longer period.



907 7th Avenue North Brandon, SD 57005
64 Cocalico Creek Road Ephrata, PA 17522
725 SW 46th Avenue Ocala, FL 34474

INNOVATION AND PERFORMANCE
SPARTANERV.COM
605.582.4000

What You Should Do:

Call Spartan ERV at 800-867-6478 Option 2. Steps will be taken to ensure the recall is performed at the nearest authorized service center. You may also find where facilities are located on Spartan's website: www.spartanerv.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:

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Reply Card:

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Sincerely,

A handwritten signature in black ink, appearing to read 'Brent Porter', written over a horizontal line.

Brent Porter

Lead Customer Service Representative

Spartan ERV



907 7th Avenue North Brandon, SD 57005
64 Cocalico Creek Road Ephrata, PA 17522
725 SW 46th Avenue Ocala, FL 34474

INNOVATION AND PERFORMANCE
SPARTANERV.COM
605.582.4000

February 25, 2013

Irving Fire Department
845 West Irving Boulevard
Irving, TX 75060

08180-001 - 4S7AX2C979C070899

IMPORTANT: Safety Notice

URGENT - SAFETY – RECALL –

Dear Valued Customer,

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

Spartan ERV has decided a defect which relates to motor vehicle safety exists in aerial devices installed on aerial fire apparatus. Aerial fire apparatus affected by this recall are equipped with hydraulic cylinders, produced by RamRod Industries, LLC, on which the welded rod eye was not properly heat treated during the manufacturing process.

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Corrective Action:

For vehicles affected by this recall, the affected cylinders will be replaced with certified cylinders on which the weld joint has been eliminated, at no charge.

Labor Time:

The labor time required to perform said repairs will be approximately **6 hours**. Due to some service scheduling times, your service center may need your vehicle for a longer period.



907 7th Avenue North Brandon, SD 57005
64 Cocalico Creek Road Ephrata, PA 17522
725 SW 46th Avenue Ocala, FL 34474

INNOVATION AND PERFORMANCE
SPARTANERV.COM
605.582.4000

What You Should Do:

Call Spartan ERV at 800-867-6478 Option 2. Steps will be taken to ensure the recall is performed at the nearest authorized service center. You may also find where facilities are located on Spartan's website: www.spartanerv.com.

Leased Vehicles:

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Reply Card:

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If the authorized service center has failed or is unable to remedy the defect without charge and within a reasonable time, contact Spartan ERV at 800-867-6478 Option 2. 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: 1-800-424-9153); or go to <http://www.safercar.gov> We regret any inconvenience this service may cause you. Your safety and continued satisfaction with the quality and performance of your Spartan ERV vehicle is of the utmost concern to us.

Sincerely,

A handwritten signature in black ink, appearing to read "Brent Porter".

Brent Porter

Lead Customer Service Representative

Spartan ERV



907 7th Avenue North Brandon, SD 57005
64 Cocalico Creek Road Ephrata, PA 17522
725 SW 46th Avenue Ocala, FL 34474

INNOVATION AND PERFORMANCE
SPARTANERV.COM
605.582.4000

February 25, 2013
Centerport Fire District
9 Park Circle
Centerport, NY 11721
08093-001 - 4S7AX2C908C070368

IMPORTANT: Safety Notice

URGENT - SAFETY - RECALL -

Dear Valued Customer,

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

Spartan ERV has decided a defect which relates to motor vehicle safety exists in aerial devices installed on aerial fire apparatus. Aerial fire apparatus affected by this recall are equipped with hydraulic cylinders, produced by RamRod Industries, LLC, on which the welded rod eye was not properly heat treated during the manufacturing process.

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Labor Time:

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907 7th Avenue North Brandon, SD 57005
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725 SW 46th Avenue Ocala, FL 34474

INNOVATION AND PERFORMANCE
SPARTANERV.COM
605.582.4000

What You Should Do:

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Leased Vehicles:

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Sincerely,

A handwritten signature in black ink, appearing to read 'Brent Porter', with a long horizontal flourish extending to the right.

Brent Porter

Lead Customer Service Representative

Spartan ERV



907 7th Avenue North Brandon, SD 57005
64 Cocalico Creek Road Ephrata, PA 17522
725 SW 46th Avenue Ocala, FL 34474

INNOVATION AND PERFORMANCE
SPARTANERV.COM
605.582.4000

February 25, 2013
Bismarck Fire Department
1020 Central Avenue
Bismarck, ND 58501
09022-001 - 4S7AW2C939C071275

IMPORTANT: Safety Notice

URGENT - SAFETY – RECALL –

Dear Valued Customer,

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

Spartan ERV has decided a defect which relates to motor vehicle safety exists in aerial devices installed on aerial fire apparatus. Aerial fire apparatus affected by this recall are equipped with hydraulic cylinders, produced by RamRod Industries, LLC, on which the welded rod eye was not properly heat treated during the manufacturing process.

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907 7th Avenue North Brandon, SD 57005
64 Cocalico Creek Road Ephrata, PA 17522
725 SW 46th Avenue Ocala, FL 34474

INNOVATION AND PERFORMANCE
SPARTANERV.COM
605.582.4000

What You Should Do:

Call Spartan ERV at 800-867-6478 Option 2. Steps will be taken to ensure the recall is performed at the nearest authorized service center. You may also find where facilities are located on Spartan's website: www.spartanerv.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 of the problem associated with this recall. For more information contact Spartan ERV at 800-867-6478 Option 2.

Reply Card:

Please fill out the enclosed prepaid postcard and mail it to us if you have changed your address, sold, or traded the vehicle.

If the authorized service center has failed or is unable to remedy the defect without charge and within a reasonable time, contact Spartan ERV at 800-867-6478 Option 2. 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: 1-800-424-9153); or go to <http://www.safercar.gov> We regret any inconvenience this service may cause you. Your safety and continued satisfaction with the quality and performance of your Spartan ERV vehicle is of the utmost concern to us.

Sincerely,

A handwritten signature in black ink, appearing to read "Brent Porter".

Brent Porter

Lead Customer Service Representative

Spartan ERV



907 7th Avenue North Brandon, SD 57005
64 Cocalico Creek Road Ephrata, PA 17522
725 SW 46th Avenue Ocala, FL 34474

INNOVATION AND PERFORMANCE
SPARTANERV.COM
605.582.4000

February 25, 2013

Graham Fire & Rescue
23014 70th Avenue East/PO Box 369
Graham, WA 98338
09022-001 - 4S7AW2C939C071275

IMPORTANT: Safety Notice

URGENT - SAFETY – RECALL –

Dear Valued Customer,

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

Spartan ERV has decided a defect which relates to motor vehicle safety exists in aerial devices installed on aerial fire apparatus. Aerial fire apparatus affected by this recall are equipped with hydraulic cylinders, produced by RamRod Industries, LLC, on which the welded rod eye was not properly heat treated during the manufacturing process.

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

Defect:

As a result of the improper heat treating process, the rod end attachment may be prone to fracture or separation. In the event two affected cylinders are installed on the same aerial device, the aerial may retract without warning. As a result, severe personal injury or significant property damage could occur.

Corrective Action:

For vehicles affected by this recall, the affected cylinders will be replaced with certified cylinders on which the weld joint has been eliminated, at no charge.

Labor Time:

The labor time required to perform said repairs will be approximately **6 hours**. Due to some service scheduling times, your service center may need your vehicle for a longer period.



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What You Should Do:

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