



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

Port Aransas Fire Department
317 South 9th Street/PO Box 1632
Port Aransas, TX 78376
09018-001 - 4S7AX2F979C070879

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. Certain aerial devices are equipped with a single platform inclinometer which may provide an intermittent signal to the hydraulic control system.

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

What is the Defect?:

The platform inclinometer may provide an intermittent signal that allows for the aerial platform to be tilted below the horizontal plane. This could occur without warning causing the aerial platform to impact equipment or persons in close proximity to the aerial platform. Additionally, if this occurs when occupants are in the aerial platform, they may become off balance. As a result in severe personal injury or significant property damage could occur.

Corrective Action:

For vehicles affected by this recall, the single inclinometer will be replaced with dual inclinometers installed in a sealed enclosure. However, parts are not expected to be available until March 2013. As a result, a two stage repair process is needed.

As an interim repair, dealers or service providers can disconnect the single inclinometer to eliminate the safety concern. With this interim repair, keeping the aerial platform level will need to be done utilizing only the hydraulic system when the aerial platform is in use. When parts become available, you will be notified via mail to contact your dealer or service center to have the remedy applied free of charge.



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Labor Time:

The labor time required to perform the repairs is 6 hrs. Due to some service scheduling times, your service center may need your vehicle for a longer period.

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 lesser 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 Vehicle 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 Chassis 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



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February 25, 2013
The Corp. of the Mun. of Port Hope
56 Queen Street/ PO Box 117
Port Hope, ONT L1A 3Z9
08033-001 - 4S7AX2P988C067888

IMPORTANT: Safety Notice

URGENT - SAFETY - RECALL -

Dear Valued Customer,

This notice is sent to you in accordance with the requirements of the Canada 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. Certain aerial devices are equipped with a single platform inclinometer which may provide an intermittent signal to the hydraulic control system.

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

Defect or Noncompliance:

The platform inclinometer may provide an intermittent signal that allows for the aerial platform to be tilted more below the horizontal plane. This could occur without warning causing the aerial platform to impact equipment or persons in close proximity to the aerial platform. Additionally, if this occurs when occupants are in the aerial platform, they may become off balance. As a result in severe personal injury or significant property damage could occur.

Corrective Action:

For vehicles affected by this recall, the single inclinometer will be replaced with dual inclinometers installed in a sealed enclosure. This will be done at no charge.

Labor Time:

The labor time required to perform said repairs will be 1 hour. 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 lesser 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 or for additional information about the recall, you can contact Transport Canada at 1-800-333-0510.

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 horizontal flourish extending to the right.

Brent Porter

Lead Customer Service Representative

Spartan ERV