



Attach VIN Label Here

Date

## **IMPORTANT: Safety Notice**

### **SAFETY – RECALL – 13V-XXX**

Dear Valued Customer,

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

Spartan Motors Chassis, Inc. (Spartan Chassis) has decided a defect which relates to motor vehicle safety exists in certain altered vehicles and completed as a transit bus. The affected vehicles are equipped with an indepent front suspension installed by Spartan Chassis.

***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?**

Fasteners which attach the sway bar to the frame and suspension are incorrectly torqued and may come loose without warning. If this happens, the swaybar may come in contact with hydraulic brake lines. The sway bar could cause damage to the hydraulic brake lines or cause them to become disconnected. A disconnection of the brake lines could result in reduced vehicle braking which may lead to increased stopping distance. Increased stopping distance may result in a vehicle crash.

#### **Corrective Action:**

New fasteners will be installed, and tightened to the correct values at no charge.

#### **Labor Time:**

Replacement or installation of the fasteners is expected to take ?? hour.

Due to some service scheduling times, your service center may need your vehicle for a longer period.



**What You Should Do:**

**Call Spartan Chassis at X-XXX-XXX to locate a qualified service center near you.** Steps will be taken to ensure the recall is performed at the nearest service center.

**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 Chassis at X-XXX-XXX-XXXX.

**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 Chassis at X-XXX-XXX-XXXX. 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> if you feel the manufacturer has failed or is unable to remedy the defect or noncompliance without charge

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,