



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

SPARTANERV.COM
805.582.4000

NHTSA Recall No. 13V-352

September 25, 2013

Chanhassen Fire Department
7610 Laredo Dr.
Chanhassen, MN 55317
06107-001 - 4S7BU2D996C055005

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 fire apparatus equipped with a hydraulic ladder rack.

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

What is the Defect?:

Pins which hold the ladder in place may back out over time. This could allow for the ladder rack arm, which aids in holding the ladder in place, to deploy allowing the ladder and arm assembly to collapse from the affected vehicles without warning. This can result in severe personal injury.

Corrective Action:

Spacers and a locking nut will be installed to prevent the pins from backing out over time. This will be done at no charge.

Labor Time:

The labor time required to perform the repairs is **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. 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 ERV vehicle is of the utmost concern to us.

Sincerely,

A handwritten signature in black ink, appearing to read 'Dave Ver Steeg'.

Dave Ver Steeg

Spartan ERV

Director of Engineering