



November 4, 2013

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Rental Bus Lines

PO Box 3179

Spruce Grove AB T7X 3A5

Canada

IMPORTANT: Safety Notice

SAFETY – RECALL – 13V-481

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. has decided a defect which relates to motor vehicle safety exists in certain school bus 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?

The steering wheel nut may be loose. A loose steering wheel nut may back completely off of the mounting shaft allowing the steering wheel to become loose without warning. If the steering wheel separates from the mounting shaft, loss of vehicle control could occur and may result in a vehicle crash.

Corrective Action:

The steering wheel nut torque will be verified on the affected vehicles. This will be done at no charge.

Labor Time:

Replacement of the harness is expected to take **.5 hours**.

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



1541 Reynolds Road Charlotte, MI 48813

SPARTANCHASSIS.COM
517.543.6400

What You Should Do:

Call Spartan Chassis at 800-543-4277 Opt 1 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 800-543-4277.

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 800-543-4277. 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,

Spartan Chassis, Inc.