



1541 Reynolds Road Charlotte, MI 48813

**SPARTANCHASSIS.COM**  
517.543.6400

January 24, 2014

**IMPORTANT SAFETY RECALL 13V-628**

**This notice applies to the vehicle identification number in the label below.**

4S7BT2J966C054207  
Langley, Township of  
4914 221 St  
Langley BC V3A3Z8  
Canada

Dear Valued Customer,

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

Spartan Motors Chassis, Inc. has decided a defect, which relates to motor vehicle safety, exists in certain emergency response chassis cabs equipped with an independent front suspension supplied by Ridewell Corporation.

**Defect:**

Critical welds at certain support brackets on the Independent Front Suspension (IFS) cradle may crack, without warning. A complete separation of the critical supports may occur. A complete separation of the critical supports may cause steering impairment which could result in a vehicle crash.

**Corrective Action:**

The IFS cradle will need to be inspected by an authorized service center. If cracks are identified, the welds can be repaired and reinforcements installed. You will receive a subsequent letter informing you when this remedy will be available.

**Labor Time:**

The labor time required to perform the inspection may take 2 hours. However, 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 **1-800-543-5008 opt 1**. 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: <http://www.spartanchassis.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 Chassis at **1-800-543-5008 opt 1**.

### 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 **1-800-543-5008 opt 1**. 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 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 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.