



IMPORTANT SAFETY RECALL

NHTSA Recall No. 14V-XXX

Dear Dealer or Service Manager:

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 determined that certain chassis and chassis cabs equipped with a hand throttle or pump control module supplied by Fire Research Corporation (FRC) may contain a safety related defect.

Hand throttles and pressure governors, subject to this recall, may have have an issue witin the software that could cause a surge in engine speed, when the fire apparatus is in "pump mode."

This increase in engine speed could cause an increase in water pressure at the end of a fire hose which could result in personal injury.

We will contact all owners of these units that are affected by this recall. They will be directed to the appropriate service center for inspection/repair. In addition, we will be coordinating all repair efforts with Cummins, Inc.

IMPORTANT: Some vehicles may still be in dealer inventory. Federal law requires you to complete the recall remedy on such vehicles before delivery to the retail customer.

SCHEDULING THE WORK:

1. When the customer calls reporting receipt of a Recall Letter, schedule the work at your mutual convenience.
2. To obtain necessary parts and/or verify recall status, please call **insert phone number by vocation** providing the VIN number (last 5 digits) and mileage of the unit.
3. It would be helpful to verify the current owner name, address and phone number.



DOCUMENTING THE WORK:

1. Please itemize the identified recall number xxx-xxx as completed work on your invoice (separate from any other charges) and reference the work authorization number obtained. You must include the chassis VIN as a part of this repair when submitting your invoice.

HANDLING AN OWNER WITH NO CONFIRMATION LETTER:

1. If you are contacted by the current owner who has not received a recall letter, you should verify that they have an affected chassis by calling Spartan Chassis **appropriate phone number by vocation** for verification.
2. Complete the work as instructed in bulletin.
3. Document the work and submit the claim as instructed under the Documenting the Work section above.

SPARTAN ASSISTANCE:

1. If you have **technical questions**, please call Spartan Chassis Customer Product Support Department at **appropriate phone number by vocation**
2. If you have questions regarding warranty claims, call **appropriate phone number by vocation**

Thank you for your continued support, and we appreciate your partnership.

Sincerely,