



## EMERGENCY RESPONSE

Charlotte, MI | Brandon, SD | Ephrata, PA | P: 517.543.6400

SPARTANER.COM

November 3, 2015

### IMPORTANT SAFETY RECALL – 15V-603

This notice applies to the vehicle identification number below.

4S7CT2D [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

Dear Valued Customer,

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

Spartan Motors USA, Inc. has decided that a defect which relates to motor vehicle safety exists in certain 2014 model year emergency response vehicles equipped with a fire pump and a K-Gear box supplied by Hale Products.

***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?**

Hale Products has identified an issue with the dust cap on the K-Gearbox that could result in the apparatus “pulling” out of road gear while in motion. This could happen without warning. If this occurs while the vehicle is in motion it could increase the risk of a crash.

#### **Corrective Action:**

The existing gear box will be removed and returned to Hale and inspected. After verifying the operation of the gear box, it will be returned to the vehicle. This will be done at no charge.

#### **Labor Time:**

Applying the remedy may take up to 8 hour(s). Due to some service scheduling times, your service center may need your vehicle for a longer period.

**What You Should Do:**

**Call Spartan at 1-800-867-6478 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 lessor 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 at 1-800-867-6478.

**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 at 1-800-867-6478. 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 without charge

We regret any inconvenience this service may cause you. Your safety and continued satisfaction with the quality and performance of your chassis is of the utmost concern to us.

Sincerely,

Spartan Motors USA, Inc.