



**FLEET VEHICLES  
AND SERVICES**

Bristol, IN | Kansas City, MO | Saltillo, MX | P: 800.582.3454  
**SPARTANMOTORS.COM**

4/30/2019

**IMPORTANT SAFETY RECALL – 19V-286**

This notice applies to vehicle identification number JALB4T1 [REDACTED]

[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 model year 2012-2019 Reach model cargo carrying vehicles equipped with windshield wiper motor supplied by Wexco Industries and manufactured between December 1, 2011 and March 28, 2019.

***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 windshield wiper motor may stall, without warning, due to improper electrical grounding which could result in intermittent loss of windshield wiper function. In inclement weather conditions, a loss of windshield wipers could impair the driver's ability to see which could increase the risk of a crash.

**Corrective Action:**

A new electrical ground wire will be installed at no charge.

**Labor Time:**

Installation of the of ground wire may take up to .25 hours. However, due to some service scheduling times, your service provider may need your vehicle for a longer period.

**What You Should Do:**

Call Spartan Fleet Vehicles and Services at 1-800-237-7806 or email [FVSWarranty@spartanmotors.com](mailto:FVSWarranty@spartanmotors.com) to validate VIN, order free replacement parts, and verify authorized repair facility.

**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 1-800-237-7806.

**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 1-800-582-3454. 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,

Shelley O'Bryant  
Warranty Manager