



EMERGENCY RESPONSE

Charlotte, MI | Brandon, SD | Ephrata, PA | Snyder, NE | Neligh, NE | P: 517.543.6400
EMERGENCYRESPONSE.SPARTANMOTORS.COM

IMPORTANT SAFETY RECALL – 19V-337

This notice applies to the vehicle identification number below.

4S9AEFX [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Dear Valued Customer,

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

Smeal Holding, LLC has decided that a defect which relates to motor vehicle safety exists in certain model year 2017-2019 Aerial Fire Apparatus.

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 tube steel used in the base rail of the aerial device may be missing joint welds which could reduce the structural integrity of the aerial device.

Under certain conditions, the aerial device could become unstable or collapse. This increases the risk of personal injury.

Corrective Action:

A third party will need to conduct an inspection of the aerial device. If the affected section of aerial device is missing welds, it will need to be replaced.

Labor Time:

Inspection is expected to take approximately 4 hours. If a replacement of the aerial device is needed, the expected time is TBD.

What You Should Do:

Contact your local dealer to have the work performed. If you cannot locate a dealer, call Spartan at 1-800-867-6478 to locate your nearest dealer. Steps will be taken to ensure the recall is performed at the nearest dealer

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.