



EMERGENCY RESPONSE

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

IMPORTANT SAFETY RECALL – 19V-338

This notice applies to the vehicle identification number below.

4S7AU2 [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 2004-2016 Gladiator Tractor Drawn Aerial emergency vehicles.

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?

Cracks may develop and propagate into the vertical portions of the tiller frame. If a crack progresses up the vertical portion of tiller frame, it could result in instability of the aerial device which could increase the risk of injury.

While cracks may begin without warning in certain cases, they may be detected during maintenance inspections or by body compartment misalignment.

Corrective Action:

Dealers will inspect the affected units and apply the appropriate remedy without charge.

Labor Time:

Installation of reinforcements will need to be determined on a case by case basis. Timing for this installation will be determined at the time work authorization is given.

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.