



EMERGENCY RESPONSE

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

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## **IMPORTANT SAFETY RECALL – 19V-360**

This notice applies to the vehicle identification number below.

4S9BDEU [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 certain 2018 through 2020 model year Emergency Response Gladiator and MetroStar model vehicles fail to conform to the requirements of Federal Motor Vehicle Safety Standard No. 121, Air Brake System. More specifically, these vehicles may fail to meet section 5.3.3.1 – Service Brake Actuation Time.

### **Noncompliance:**

An orifice within the brake relay valve in the brake system may be partially blocked restricting air flow to the brake chambers. This restriction could reduce the actuation time of the brakes and result in extended stopping distance.

An increase in stopping distance could occur without warning and increase the risk of a crash.

### **Corrective Action:**

The brake relay valve will be removed and inspected. If needed, the brake relay valve will be replaced. Both the inspection and replacement of the valve will be done at **NO CHARGE TO YOU.**

### **Labor Time:**

Inspection of the brake relay valve may take up to 1 hour. Replacement of the valve may extend this time by ½ hour. Due to some service scheduling times, your service center may need your vehicle for a longer period.

**What You Should Do:**

**Call Spartan Emergency Response at 1-800-867-6478 to locate a service center near you.** Steps will be taken to ensure the inspection 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 Emergency Response 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 Emergency Response at 1-800-864-6478. 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.