



**FLEET VEHICLES
AND SERVICES**

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

7/22/2019

IMPORTANT SAFETY RECALL – 19V-447

This notice applies to the vehicle identification number in the label below.

4UZAARD [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 Walk-In Vans built on a MT45 or MT55 model chassis supplied by Freightliner Custom Chassis built between November 17, 2011 and May 17, 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 brake pedal clevis pin clip may rub or bend on the throttle pedal mounting hardware. There is a potential for the pin clip to become detached.

If the clip is detached and the clevis pins slides out of position, there will initially be a loss of brake lamps. If the pin continues to slide out further, the brake pedal may become detached. The detached pedal is still located that activation of the brake may be possible, but it is expected that such activation may require increased pedal pressure.

A loss of brake lamps may increase the risk of a crash. An increase in required pressure for brake activation may cause driver confusion and increase the risk of a crash.

This could occur without warning.

Corrective Action:

Daimler Truck North America will inspect and repair the affected vehicles at no charge.

Labor Time:

Inspection of the brake pedal take up to XX hours and if a repair is needed, it may take up to XX hours. However, due to some service scheduling times, your service provider may need your vehicle for a longer period.

What You Should Do:

Contact your nearest Daimler Trucks North America repair facility or, Call Spartan Fleet Vehicles and Services at 1-800-582-3454 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 at 1-800-582-3454.

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 Fleet Vehicles (Utilimaster) 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