



MAINTAINER CUSTOM BODIES

Emergency Vehicle Specialists

December 20, 2019

IMPORTANT SAFETY RECALL: 19V-894

This notice applies to your vehicle identification number below.

REF: MCB Unit Number: M [REDACTED]

Spartan VIN Number: 4 [REDACTED]

Spartan Recall Number: 19V-523

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Dear Valued Customer,

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

Maintainer has decided that a defect that relates to motor vehicle safety exists in certain model year 2014-2020 Gladiator and MetroStar model emergency vehicles equipped with an Independent Front Suspension (IFS) and Koni shocks supplied by Reyco Granning. One of these chassis was included in the 2019 MCB (Maintainer Custom Bodies) Heavy Rescue vehicle that you purchased from us. Details of their recall are shown in their owner notification letter that is included in this mailing. Please read the information carefully and follow the directions as outlined.

Noncompliance:

Upper shock bolts may break allowing the shock to possibly shear the poppet on the steering gear causing a loss of power steering fluid. This could result in a loss of power steering assist increasing the risk of a crash.

While a broken shock bolt may be detected by a rattling noise or rough ride, the shock bolt may break without warning.



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Corrective Action:

We have included the Spartan Motors USA recall notice in this mailing. Spartan dealers will install new shock bolts and shims at no charge to you. Removal and reinstallation of the shock bolts and shims may take up to 1 hour. Please read the information carefully and follow the directions as outlined. You will work directly with Spartan Motors USA related to this matter. However, Mantainer Custom Bodies will need to be notified when this issue has been resolved (1-800-843-4288).

If you have any specific questions, please contact Spartan Motors USA at 1-800-867-6478.

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 apologize for any inconvenience this situation may cause you.

Kind regards,

Rick Wolthuizen

Quality Manager
Mantainer Corporation of Iowa, Inc.