



A SPARTAN MOTORS COMPANY

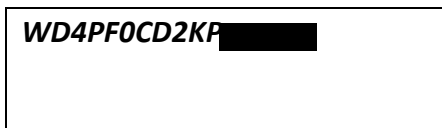
Bristol, IN | Ephrata, PA | Kansas City, MO | Montebello, CA | North Charleston, SC | Saltillo, MX | P: 517.543.6400
UTILIMASTER.SPARTANMOTORS.COM

February 21, 2020

Element Fleet Management
940 Ridgebrook Road
Sparks MD 21152

IMPORTANT SAFETY RECALL – 20V-065

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



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 could exist in certain 2019 model year Sprinter vans that were altered by the Fleet Vehicle Services business unit (Utilimaster) between April 1, 2019 and October 3, 2019 and equipped with a back up camera system supplied by ASA Electronics, LLC.

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 back-up monitor may not power up allowing visibility to the rear of the vehicle. Without the back-up monitor, the driver may not see a hazard or person behind them and would have to use side mirrors. This could increase the risk of injury.

Corrective Action:

The current back-up monitor will be replaced and a new one installed at no charge.



A SPARTAN MOTORS COMPANY

Bristol, IN | Ephrata, PA | Kansas City, MO | Montebello, CA | North Charleston, SC | Saltillo, MX | P: 517.543.6400

UTILIMASTER.SPARTANMOTORS.COM

Labor Time:

Removal and replacement of the new monitor may take up to 1 hours. However, due to some service scheduling times, your service provider may need your vehicle for a longer period.

What You Should Do:

Call Spartan Fleet Vehicles and Services at 1-800-582-3454, or ASA Electronics at 1-877-384-4400, to locate a service center near you and to have the monitor replaced. Steps will be taken to ensure the replacement 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 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,
Utilimaster Warranty