



EMERGENCY RESPONSE

Brandon, SD | Charlotte, MI | Ephrata, PA | Snyder, NE
SPARTANER.COM

July 9, 2021

IMPORTANT SAFETY RECALL – 21V-459

This notice applies to



Dear Valued Customer,

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

Spartan Fire, LLC has decided that a defect which relates to motor vehicle safety exists in certain model year 2019-2021, S-180 model emergency response pumpers.

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?

On the affected vehicles, the harness manufacturer installed the incorrect terminals within one side of the connectors, resulting in a male to male terminal connection where it should have been a male to female terminal connection. When the incorrect terminals are installed, this may cause a poor connection and the vehicle to not shift into pump mode when requested.

A poor connection at the terminals may cause the vehicle to not shift into pump mode when requested. This increases the risk of personal injury and equipment damage. The issue could occur without warning.

Corrective Action:

Spartan dealers will remove and replace the terminals at no charge.

Labor Time:

Removal of the affected pump shift harness terminals and installation of the new terminals may take up to 1 hour.

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.

Information Change:

If you have changed your address, sold or traded your vehicle, please email us at Firetruckservice@spartanmotors.com to provide updated information.

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 Fire, LLC