



Snyder, NE | Neligh, NE | P: 402.568.2224  
SMEAL.COM

## **IMPORTANT SAFETY RECALL – 21V-810**

This notice applies to the vehicle identification number below.

4S9AEEUB7MS [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 Fire, LLC has decided that a defect which relates to motor vehicle safety exists in a certain 2021 model year Smeal Pumper Fire Apparatus equipped with a Cummins genset lifting cable model 10RBAB.

***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 vehicle, the genset is equipped with a lifting cable to be used during product assembly or installation. The ferrule on the genset lifting cable may have been improperly crimped by the supplier.

The lifting cable may pull out of the ferrule during lifting operation, which may cause the genset to fall during assembly or installation, possibly resulting in personal injury. The issue could occur without warning.

### **Corrective Action:**

Cummins will instruct you to take your vehicle to a Cummins authorized service center to inspect the lifting cable crimping for adequacy. If adequate, providing a warning to use an alternate lifting method or replacing the lifting cable if required. There is no cost to the vehicle owner for the recall remedy. The repair should take approximately 5 hours to complete.

### **What You Should Do:**

**Please contact your local Cummins Distributor to perform the remedy. Refer to Cummins recall 21E-075 and internal campaign number 4495. You may also contact Cummins Care at 1-800- CUMMINS (1-800-286-6467) or visit our website at [care.cummins.com](http://care.cummins.com).**

If you need further assistance with this notification, you may contact your Dealer or Spartan Customer Service at 1-800-867-6478.

**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](mailto: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