



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

May 20, 2022

Ms. Julie Hill
Sales Coordinator
Custom Fire Apparatus, Inc.
509 68th Ave
Osceola, WI 54020

NEF-107MR
22V-316

Subject: Rear Axle Drive Pinion May Fracture

Dear Ms. Hill:

This letter serves to acknowledge Custom Fire Apparatus, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

CUSTOM FIRE/SPARTAN GLADIATOR/2021-2022
CUSTOM FIRE/SPARTAN METROSTAR/2021-2022
CUSTOM FIRE/SPARTAN METROSTAR RT/2021-2022

Mfr's Report Date: May 9, 2022

NHTSA Campaign Number: 22V-316

Components:

POWER TRAIN:AXLE ASSEMBLY

Potential Number of Units Affected: 5

Problem Description:

Custom Fire Apparatus, Inc. (Custom Fire) is recalling certain 2021-2022 Spartan Gladiator, MetroStar, and MetroStar-RT emergency vehicles. The rear axle drive pinion may fracture.

Consequence:

A fractured drive pinion may contact the brake drop hose, and unintentionally engage the parking brake without detection or without the brake lights activating, increasing the risk of a crash.

Remedy:

Dealers will inspect and replace the differential carrier housing assembly, as necessary, free of charge. Owner notification letters were mailed on May 9, 2022. Owners may contact Custom Fire's customer service at 1-715-294-2555.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.nhtsa.gov.

Please ensure the following requirements are met:

Your company's program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of your company's notification of owners, purchasers and dealers, in accordance with § 573.13. Your company's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by § 573.13 that is not in a general reimbursement plan shall be submitted in your company's report to NHTSA. If your company submits one or more general reimbursement plans, your company shall update each plan every two years (§ 573.13). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the remedy section of your filing.

AMENDED 573 REQUIRED.

As required in Part 573.6(c)(6), in the case of a defect, please provide a chronology of all principal events that were the basis for the determination that the defect related to motor vehicle safety, including a summary of all warranty claims, field or service reports, and other information (such as the numbers of deaths and/or injuries), with their dates of receipt.

AMENDED 573 REQUIRED.

Identification of the products recalled including valid dates of production. Please clarify the affected models and model years, as well as the exact number of products affected. There are more model/model year combinations listed than the total population, and the population is stated as 5, but the number 3 is used throughout the 573 report. (49 CFR 573.6 (c)(2)).

AMENDED 573 REQUIRED.

It is our understanding that notification to owners began on May 9, 2022, prior to our review of the owner notification letter. Should it become necessary for Custom Fire to do a renotification, the follow-up notification must be submitted to this office for review and it must comply with the requirements of Part 577.5, "Notification pursuant to a manufacturer's decision" and Part 577.10, "Follow-up notification."

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Custom Fire Apparatus, Inc.'s contact for this recall will be Michelle Rice who may be reached by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,

A handwritten signature in black ink that reads "Alex Ansley". The signature is written in a cursive style with a checkmark at the end.

Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement