



Custom Fire Apparatus, Inc.
509 68th Ave
Osceola, WI 54020
800-443-8851

IMPORTANT SAFETY RECALL – 21V-899

This notice applies to the vehicle identification number below.

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 2021-2022, Gladiator, MetroStar, and MetroStar-RT model emergency response chassis cabs, equipped with Meritor Series 180 Axle Pinion Shaft.

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?

It has been reported that some Meritor drive pinion 180 series axles may be fractured in the pinion spline. If this defect exists, the fracturing of the pinion may hit the brake drop hose which may unintentionally apply the parking brake without detection or brake lights coming on, possibly resulting in a crash.

The issue could occur without warning. This was caused by a variation in the pinion spline tooling geometry of the Meritor process.

The affected item is the Meritor Series 180 Axle Pinion Shaft.

Corrective Action:

A Meritor representative will contact you to schedule the axle pinion inspection and repair as needed. The inspection will need to be performed with a service technician and Meritor representative. The inspection will take approximately 1 hour. If it is determined that the pinion is fractured, Meritor will inform you and Spartan that the Differential Carrier Housing Assembly will need to be replaced. Contact your local Dealer for assistance with facilitating the repair. The repair will take approximately 5 hours to complete. There is no cost to the vehicle owner for the recall remedy.

Meritor and/or Spartan will contact all owners of these units that are affected by this recall. They will be directed to the appropriate service provider for repair. Spartan and Meritor are providing, free of charge, the necessary components to rectify the issue and will pay labor costs for inspecting and replacing the included components that have not already been replaced during normal maintenance.

Labor Time:

The inspection will take approximately 1 hour. If replacement is needed, the repair will take approximately 5 hours to complete.

What You Should Do:

If you receive this notification, Meritor and/or Spartan will contact all owners of these units that are affected by this recall. Owners will be directed to the appropriate service provider for repair.

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