



1541 Reynolds Road Charlotte, MI 48813
SPARTANCHASSIS.COM

IMPORTANT SAFETY RECALL

NHTSA Recall – 22V539

Spartan Internal Recall No. 22003

Dear Dealer or Service Manager:

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 years 2020-2021, Gladiator and MetroStar model emergency response vehicles.

As part of Schneider Electric's ongoing quality monitoring process, a potential issue was detected that may affect specific QO Plug-On Neutral Load Centers manufactured between December 1, 2019 and January 12, 2022 at Schneider Electric Plant 15. The issue detected is a loose neutral screw connection within the QO Plug-On Neutral Load Center. If that connection is loose, the affected load center can overheat.

If the load center screw connection is loose, it can overheat, posing thermal burn and fire hazards, and there is a potential risk for property damage and personal injury. This may occur without warning.

Spartan Dealers will inspect the load centers and repair, as necessary. Estimated time for the remedy may be up to 1 hour for inspection and repair of the load center. There is no cost to the vehicle owner for the recall remedy.

We will contact all owners of these units that are affected by this recall. They will be directed to the appropriate dealer for repair.

IMPORTANT: Some vehicles may still be in dealer inventory. Federal law requires you to complete the recall remedy on such vehicles before delivery to the retail customer.

SCHEDULING THE WORK:

1. When the customer calls reporting receipt of a Recall Letter, schedule the work at your mutual convenience.

2. To verify recall status, please call Spartan at **800-867-6478**, and reference 22003.
3. Please provide current owner name, address and phone number.
4. **If you have previously performed the inspection or the repairs but have not yet submitted an invoice for the work, we are requesting that you submit the invoice within 10 calendar days.**

COMPLETING THE WORK:

Review the service bulletin and complete the work as instructed.

DOCUMENTING THE WORK:

1. Please itemize the identified recall number 22003 as completed work on your invoice (separate from any other charges), provide the necessary picture described in the service bulletin and reference the work authorization number obtained. You must include the Vehicle Identification Number as a part of this repair when submitting your invoice.
2. E-mail Andy Haigh at andy.haigh@spartanmotors.com if you have any questions.
3. Spartan will send stickers in the mail that will be needed for the required picture of the label inside the load center; if the truck is inspected, identified as part of the affected population and remedied. If the truck is inspected and not part of the affected population, a picture, without the sticker, of the label inside the load center will be required.

HANDLING AN OWNER WITH NO CONFIRMATION LETTER:

1. If you are contacted by the current owner who has not received a recall letter, you should verify that they have an affected vehicle by calling Spartan **800-867-6478 opt 0** for verification.
2. Complete the work as instructed in the service bulletin.
3. Document the work and submit the claim as instructed under the Documenting the Work section above.

SPARTAN ASSISTANCE:

1. If you have technical questions or questions regarding warranty claims, please call **800-867-6478**

Thank you for your continued support, and we appreciate your partnership.

Sincerely,

Spartan Fire, LLC