



1541 Reynolds Road Charlotte, MI 48813
SPARTANCHASSIS.COM

IMPORTANT SAFETY RECALL

NHTSA Recall – 22V-778

Spartan Internal Recall No. 22007

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 year 2021-2023, Gladiator, MetroStar, FC-94, and KME Panther model emergency response chassis cabs.

Based upon information provided by Meritor's supplier, due to a heat treat issue, Meritor has determined that a population of tie rod clamps used in the manufacture of the subject axle population may be susceptible to cracking. Over time, a crack may lead to a complete fracture of the clamp, thereby reducing clamp load to the tie rod end. If both clamps on the tie rod were to fail, the cross tube could start to unscrew, vehicle alignment issues would evolve, and there is a potential for the tie rod end to separate from the cross tube. Separation is more likely to occur when tie rod loads are highest, which is at slow vehicle speeds over rough terrain or turning maneuvers.

This defect could result in separation of the tie rod end from the cross tube and could result in partial loss of vehicle steering capability, increasing the risk of a crash. The initial effect would be a vehicle out of alignment. If both clamps on the tie rod cracked, the tube could rotate and result in a partial loss of steering capability.

Owners will be notified by mail about the recall and will be instructed to contact the appropriate Dealer for repair. Meritor will work with affected vehicle manufacturers to replace suspect tie rod clamps on the subject axles. The affected emergency response chassis cabs are still within their warranty period and would not be subject to reimbursement. There is no cost to the vehicle owner for the recall remedy.

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 determine if the vehicle is affected by the campaign, contact Meritor's OnTrac Technical Call Center @1-866-668-7221 to open a case and reference program number C22AJ. Provide the necessary vehicle information as needed.
3. To obtain necessary parts, work with the Meritor OnTrac Technical Call Center.
4. Please provide Spartan with the current owner name, address and phone number.
5. **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:

Meritor is providing, free of charge, the necessary components to rectify the issue and will pay labor costs for replacing the included components that have not already been replaced during normal maintenance. The repair will take approximately 1.25 hours to complete. Complete the work per Meritor's instructions in the service bulletin.

DOCUMENTING THE WORK:

Please contact Meritor's OnTrac Technical Call Center @1-866-668-7221 to open a case and to submit invoices with Meritor.

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 Meritor OnTrac Technical Call Center @1-866-668-7221 for verification.
2. Complete the work as instructed by Meritor provided in the service bulletin.
3. Document the work and submit the claim as instructed under the Documenting the Work section above.

SPARTAN ASSISTANCE:

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