



FIRE CHASSIS

1541 Reynolds Road Charlotte, MI 48813

SPARTANCHASSIS.COM

## **IMPORTANT SAFETY RECALL – 22V-778**

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

***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?**

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.

### **Corrective Action:**

Contact your local Dealer or repair facility for assistance with facilitating the repair. The repair facility will need to open a case and order the parts with Meritor's OnTrac Technical Call Center. Once the repair facility receives the parts, the repair facility can schedule the replacement with the customer. The repair will take approximately 1.25 hours to complete. There is no cost to the vehicle owner for the recall remedy. 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.

**Labor Time:**

The repair will take approximately 1.25 hours to complete.

**What You Should Do:**

**Owners should contact your local Dealer or repair facility to open a case with Meritor's OnTrac Technical Call Center number @1-866-668-7221. If you need further assistance with this notification and cannot locate a dealer, call Spartan at 1-800-867-6478 to help direct you to your nearest dealer or 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](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