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December 13, 2022

Important Safety Recall Information – Recall Number: 22V-871

Affected Chassis:

Dear Valued Customer,

This notice is sent to you in accordance with the requirements of 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.

What is the concern?

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 Meritor's OnTrac Technical Call Center @1-866-668-7221 to open a case and order parts to complete remedy. There is no cost to the vehicle owner for the recall remedy.





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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.

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.

What should you do?

Listed on this document, you will find the chassis cabs Marion has sold to you. If you agree the identified chassis, contains a safety defect, you are reminded of your responsibility to notify the National Highway Traffic Safety Administration (NHTSA) in accordance with 49CFR573. **It is a violation of federal regulation to sell a vehicle subject to a safety recall without the recall first being remedied.**

Please contact Meritor's OnTrac Technical Call Center @1-866-668-7221 to open a case and order parts to complete remedy at no charge to you or our mutual customer. Please submit any invoices with Meritor.

If you have any questions or concerns, please contact:

Marion Body Works – Fire & Emergency Warranty – P: 715-754-5261

If after having attempted to take advantage of this recall you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C. 20590 or call the toll-free vehicle safety hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safecar.gov>.

We apologize for any inconvenience this may cause, your safety is our first concern.

Sincerely,

Rachel Heineman
Quality & Continuous Improvement Manager

