



## SPARTAN CHASSIS, INC.

1000 REYNOLDS RD • CHARLOTTE, MI 48813 • 517.543.6400

December 5, 2012

### **IMPORTANT: Safety Notice**

#### **SAFETY – RECALL –**

Dear Valued Customer,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Spartan Motors Chassis, Inc. has decided a defect, which relates to motor vehicle safety, may exist in certain motor home chassis assembled by Spartan Motors Chassis, Inc. equipped with a Hendrickson Independent Front Suspension.

*Please note: The Vehicle Identification Number that may be affected by this recall is located at the top of this letter.*

#### **Defect or Noncompliance:**

Front brake chambers may contact the upper control arm of the independent front suspension. Continued contact of the brake chamber with the upper control can cause damage sufficient enough to inhibit the release of the brake. If the brakes do not release, heat could be generated resulting in the brakes to not fully disengage. This could impact the driver's ability to control the vehicle which could result in a vehicle crash.

#### **Corrective Action:**

Spartan Motors Chassis, Inc. will have spacers installed beneath the air springs on the IFS at no charge.

#### **Labor Time:**

The labor time required to perform said repairs may be 2.5. Due to some service scheduling times, your service center may need your vehicle for a longer period.

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Rev.: 1.0



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### **What You Should Do:**

Call Spartan Chassis at **1-800-543-4277 Option 1**. Steps will be taken to ensure the recall is performed at the nearest authorized service center. You may also find where facilities are located on Spartan's website: <http://www.spartanchassis.com>.

### **Leased Vehicles:**

The lesser 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 Chassis at 800-543-4277 - Option 1.

### **Reply Card:**

Please fill out the enclosed prepaid postcard and mail it to us if you have changed your address, sold, or traded the vehicle.

If the authorized service center has failed or is unable to remedy the defect without charge and within a reasonable time, contact Spartan Chassis at 800-543-4277 - Option 1. 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 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 or noncompliance without charge

We regret any inconvenience this service may cause you. Your safety and continued satisfaction with the quality and performance of your Spartan Chassis vehicle is of the utmost concern to us.

Sincerely,

Spartan Chassis, Inc.