



RECEIVED
NVS-215

2005 AUG -8 P 3:59

DEFECTS INVESTIGATION

August 3, 2005

Associate Administrator for Enforcement (NVS-211)
National Highway Traffic Safety Administration
400 7th Street SW, Room 5319
Washington DC, 20590

In accordance with 49 CFR 579.5, please find the enclosed defect related service bulletins, product updates, or other defect related correspondence to our dealers or customers for Pierce Manufacturing Inc. for the month of: **May 2005.**

1 Dealer Letter; Recall Notice 05V-072 – Suspension Seat Tethers

This was the dealer notification letter for the shortened suspension seat tethers.

2 Customer Letter; Recall Notice 05V-072 – Suspension Seat Tethers

This was the customer notification letter for the shortened suspension seat tethers.

3 Pre-Notification Reimbursement; Recall Notice 05V-072 – Suspension Seat Tethers

This letter provided reimbursement consideration for those customers that made recall repairs before the campaign was initiated.

4 Side Roll Protection (SRP) seats; Recall Notice 05V-072 – Suspension Seat Tethers

This memo clarified the recall to include only non-SRP seats.

Sincerely,

PIERCE MANUFACTURING, INC.

J. Roger Lackore, P.E.
Director of Research and Development

TO: «DEALER»
FROM: Tom Van Susteren – Customer Service : Field Upgrades and Recalls
DATE: May 6, 2005
SUBJECT: Recall Notice 05V-072 Suspension Seat Tethers



VEHICLE SAFETY DEALER NOTIFICATION - IMPORTANT

The National Traffic and Motor Vehicle Safety Act, as amended, provides that each vehicle which is subject to a recall campaign of this type must be adequately repaired within a reasonable time after the owner has tendered it for repair. Failure to repair within sixty (60) days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time.

If the condition is not adequately repaired within a reasonable time, the owner may be entitled to an identical or reasonable equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation.

To avoid having to provide these burdensome solutions, every effort must be made to promptly schedule an appointment with each owner and to repair their vehicle as soon as possible. As you will see in reading the attached copy of the letter that is being sent to owners, the owners are being instructed to contact Pierce customer service if their dealer does not remedy the condition within three (3) days of the mutually agreed upon service date. If the condition is not remedied within a reasonable time, they are instructed on how to contact the National Highway Traffic Safety Administration.

DEFECT INVOLVED

Pierce Manufacturing has decided that a defect which relates to motor vehicle safety exists in certain custom chassis fire apparatus equipped with suspension seats on the following model years.

Quantum	1996 - 2004
Dash	1998 - 2004
Lance	1999 - 2004
Enforcer	2001 - 2004

Certain suspension seat options may have been installed with retaining tethers that are too long to meet the test requirements of FMVSS 207 "Seating Systems". A seating system not meeting the FMVSS 207 requirements may not be adequately restrained during a crash, increasing the risk of injury to the occupant.

It is the dealer's responsibility to contact the fire departments on the attached list to schedule service for this remedy.

VEHICLES INVOLVED

Involved vehicles have been identified by Pierce job numbers and are listed on the attached report. Computer listings contain the complete Job number, owner name and address data. Owner name and address data furnished will enable dealers to follow up with owners involved in this campaign.

METHOD OF PAYMENT

Payment for the service work involved in this recall will be via the Pierce warranty system.

REMEDY SERVICE INSTRUCTIONS

Service instructions are included with this notification.

Sincerely,

A handwritten signature in black ink that reads "Tom Van Susteren".

Tom Van Susteren
Customer Service: Field Upgrades and Recalls

Customer Service
2600 American Drive - Post Office Box 2017
Appleton, Wisconsin 54911
(888) 974-3723 (920) 832-3260



Tom Van Susteren

05/25/2005 10:33 AM

To: <Dealers with trucks on seat tether recall list that have SRP>

cc:

Subject: Dealers with trucks on seat tether recall list that have SRP

It has come to the attention of Customer Service that some trucks that were built with the Side Roll Protection option were included on the list for the seat tether recall.

The SRP trucks have a different seat than the seat targeted in the recall and need not be remedied.

If you have incurred cost to check SRP seats please submit a claim and we will compensate for the oversight on our part.

If you have not gone to the truck or brought the truck in to your shop, please be advised that it will not be necessary.

Pierce Customer Service will send a letter to the SRP customers advising that the seat tether recall will not be necessary on their truck.

Tom Van Susteren
Pierce Manufacturing
Customer Service-Field Upgrades and Recalls