
TO: «DEALER»
FROM: Tom Van Susteren – Customer Service : Field Upgrades and Recalls
DATE:
SUBJECT: **Recall Notice 05V-355 Brake Hose Chaffing**



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 front axle brake hose installations used on certain custom chassis with midmount platform or ladder, SkyArm or 85' & 100' platform since Command Zone II on the following model years.

Dash, Lance	2002 – 2005
Arrow XT, Quantum	2005

Interference may occur between the aerial front axle interlock sensor bracket and the front air brake hose. This condition occurs during full turn steering and full suspension jounce (compression). This interference may cause chaffing leading to a potential front air brake hose failure. In the event of a front brake hose failure, loss of front braking will occur.

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

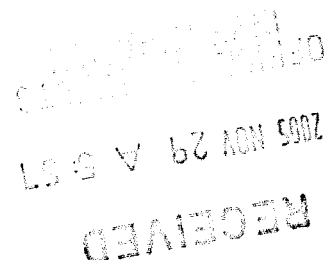
Service instructions are included with this notification.

Sincerely,
Pierce Manufacturing

Tom Van Susteren

Tom Van Susteren
Customer Service: Field Upgrades and Recalls

Customer Service
2600 American Drive - Post Office Box 2017
Appleton, Wisconsin 54912-2017
(888) 974-3723 (920) 832-3260





Tom Van Susteren

10/10/2005 02:14 PM

To:

cc:

Subject: Front Suspension Campaigns

We want to inform you of two issues that have reached field upgrade status.

The issues are:

1. A NHTSA Recall (05V-355) to relocate the aerial *front axle proximity switch* to avoid the possibility of its chafing a brake line. This recall applies only to aerial ladder or platform apparatus.
2. A retrofit to remove the *rebound stop* on independent front suspension 74B138. This retrofit applies to all apparatus with independent front suspension, regardless of whether or not it is an aerial.
3. In some aerials without independent front suspensions, you will need to remove the *rebound stop* in addition to relocating the *proximity switch*. **In that case, the rebound stop must be removed first. This is why the upgrade and the recall are released together.**

The details are:

1. Relocating proximity switch. (Pierce tracking no. 74A140) Under the rare condition where an apparatus is (1) driven at speed (approximately 5-8 mph AND (2) over a curb AND (3) with the wheels turned full right or left AND (4) the suspension compresses to the axle stop. Then the present location of the *proximity switch and mounting bracket* can contact and abrade brake hoses on both sides of the vehicle.

The *proximity switch* detects whether the front wheels are on or off the ground. If they are off the ground, the proximity switch then limits the aerial's reach over the cab to prevent tipping of the truck or creating an unstable condition for the basket or ladder.

Because driving a fire apparatus over a curb at 10 or so mph is so brutal, the probability of this wear occurring is exceedingly unlikely. We found it when we were testing the unit using worn brakes, driving at full cramp over a bump at 5-8 mph. We have not seen it in normal use. Because our standards are high, we decided to initiate a safety recall on this issue.

Nothing in this description is meant to minimize the safety risk or delay your completing the safety recall.

As to the logistics of the recall:

1. The recall applies to the aerial apparatus identified custom chassis with midmount platform or ladder, SkyArm or 85' & 100' platform since Command Zone II. The following models and years are affected:

Dash, Lance 2002 – 2005

Arrow XT, Quantum 2005

They included both independent and conventional front suspension vehicles.

2. Parts for the relocation of the proximity switch recall are being shipped to you at the time of this writing.

3. Because you should replace only brake hoses that show signs of chafing, brake hoses are in stock for overnight delivery.

Please contact Tom Van Susteren directly by phone (920 833-3304) or e-mail tvansusteren@piercemfg.com for immediate overnight shipment.

4. The labor rate for relocating the proximity switch is 1.0 hour plus an additional 1.0 hour if you need to replace the brake hose. Travel time is actual.

5. Repair instructions are attached as a pdf file.



05V-355 Remedy instructions - hose chafing recall 10 10 05.

2. Removing Rebound Stop. Some front suspensions have a *rebound stop*. This is part of the upper shock mount gusset. It is included in the design to facilitate the replacement of shock absorbers. It has no function for vehicle operation.

As part of the testing under conditions described above, we also found that the rebound stop can put some dents in the air brake chamber. The effect is cosmetic, in that the function of the brake chamber is not adversely affected.

However, potential denting of the brake chamber, even though cosmetic, violates Pierce quality standards. Practically, it also might create service headaches in the future. Therefore, we have decided to remove the rebound stop.

As to the logistics of the retrofit:

1. Unless you replace a brake chamber, no other parts are needed.

2. Our warranty forms will be used to track this retrofit. The number of this procedure is 74B138.

3. The labor rate is 1.0 hour for removal of the rebound stops. An additional 1.0 hour is allowed for replacing each dented brake chamber, should you find one.

4. Air Brake Chambers are in stock for overnight delivery.
Please contact Tom Van Susteren directly by phone (920 833-3304) or e-mail
tvansusteren@piercemfg for immediate overnight shipment.

5. Dealers with a large population of affected apparatus will be supplied in advance with a few brake chambers just in case.

Please follow the attached procedure.



Remedy instructions - rebound stop 10 10 05.p

You are receiving this communication because our records indicate trucks that require either the recall or the retrofit (or both) are in your sales/service territory. There will be no customer advisory for the rebound stop upgrade, but customer notification of the proximity switch recall is mailed first class postage five business days after you receive this communication. Dealer notification is mailed certified mail within one day of you receiving this communication.



05V-355 Dealer Letter- Brake Hose Chafing 08-10-05.f



05V-355 Customer Letter- Brake Hose Chafing 08-10-05.i



Aerial Front Axle Interlock Trucks Prox Only(7.26.05).x

As always, please call if you have any questions

Tom Van Susteren

Pierce Manufacturing

Customer Service-Field Upgrades and Recalls

(920) 832-3304

(920) 832-3359 Fax

tvansusteren@piercemfg.com