
TO: «CUST»
FROM: Tom Van Susteren – Customer Service : Field Upgrades and Recalls
DATE: May 13, 2005
SUBJECT: **Recall Notice 05V-072 Suspension Seat Tethers**
Pierce job#: «Product__Number»
VIN: «VIN»



SAFETY RECALL - IMPORTANT

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

Pierce Manufacturing has decided that certain custom chassis fire apparatus equipped with suspension seats fail to conform to Federal Motor Vehicle Safety Standard No. 207, "Seating Systems". The following models and years are affected.

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.

Your vehicle identified by the above job number or VIN is affected. For this reason we ask that you arrange for service to correct the condition without delay. The service and required parts as described in this letter will be provided free of charge. To correct this condition, your dealer will replace suspension seat tethers with shorter tethers. To obtain this free service: Contact your dealer as soon as possible to schedule an appointment for the free service. Take this Owner Notification Letter with you at the time of your appointment and give it to your dealer.

We expect that remedy to this defect will begin no earlier than March 1, 2005. We expect the time required to perform the remedy should not exceed 1 hour once the work has begun. However, additional time may be required depending on how dealer appointments are scheduled and processed. This remedy will be completed without charge.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We regret any inconvenience that this action may cause you. However, we are concerned about your safety. If you have questions regarding this matter, please contact your Pierce dealer, or call Pierce Customer Service toll-free at: 1-888 974-3723

If we fail or are unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to:

National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590

Or call the toll-free Auto Safety Hotline at 1-888-327-4236

Administrator

Sincerely,

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

Pierce Manufacturing
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



Reimbursement Notification

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Pierce has a program for reimbursing costs related to this recall campaign for repairs made before this campaign was initiated.

If you believe you have paid for repairs to remedy this problem between 01-01-96 and 05-15-04, you may be eligible for reimbursement, subject to these exclusions:

- The remedy, repair or replacement was already covered by the original or extended warranty.
- The remedy, repair or replacement did not address the problem covered by this recall
- The remedy, repair or replacement was not reasonably necessary to correct the defect.

The pre-notification remedy, repair or replacement need not be identical to the remedy provided by this recall campaign.

To obtain reimbursement consideration, please complete the enclosed Pre-Notification Reimbursement form and send it, along with a copy of the repair receipt, to:

Pre-Notification Reimbursement
Customer Service Department
Pierce Manufacturing
2600 American Drive
Appleton, WI 54912-2017