

TO: «CUST»
FROM: Tom Van Susteren – Customer Service : Field Upgrades and Recalls
DATE: August 29, 2005
SUBJECT: **Recall Notice 05V-355 Brake Hose Chaffing**
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 has decided that a defect exists in certain front axle brake hose installations used on certain Pierce 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

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.

To reduce the risk of malfunction before the remedy has been completed, inspect the front brake hoses on your vehicle. If an air brake hose is in danger of imminent failure, take the vehicle out of service until the air brake hose can be replaced.

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 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 October 3, 2005. We expect the time required to perform the remedy should not exceed 2 hours 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: The Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov/>.

Sincerely,
Pierce Manufacturing

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 54912-2017
(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 01-01-02 and 07-01-05, 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