

2600 AMERICAN DRIVE
POST OFFICE BOX 2017
APPLETON, WISCONSIN 54912-2017
920-832-3000 · FAX 920-832-3208



TO: «CUST»
FROM: Tom Van Susteren – Customer Service : Field Upgrades and Recalls
DATE: 10-10-07
SUBJECT: Recall Notice **07V-470** Pitman arm.
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 Inc. has decided that a defect which relates to motor vehicle safety exists in certain Pierce fire apparatus mounted on Custom Chassis equipped with independent front suspensions.

Make sure you give a copy of this safety defect notification to the fire department's maintenance supervisor and to the supervisor of drivers.

1. Description of the Defect: A pitman arm might fracture under severe load caused by three loading conditions: In all cases, the front axle must be steered full left or right while (1) simultaneously backing up and braking hard or (2) driving one wheel over or against a curb or (3) steering the front axle full left or right when the vehicle is stationary with the service brake applied. These are all low-speed or no-speed events. Such a break could lead to the suspension losing one of its anchor points, thereby potentially causing loss of vehicle control without prior warning which could result in a crash.

2. Vehicles Involved: Make: Pierce Custom Chassis with independent front suspension manufactured between December 20, 2001 through December 31, 2006.

3. What We Want You to Do: Keep your apparatus in service, because the severe loading events only occur when the front axle is steered fully against the axle stops either left or right. Vehicle speed must be low for operators to make this steering maneuver.

Instruct drivers to avoid hitting the tires against curbs or climbing curbs if they have steered the front axle to full left or full right.

PIERCE MANUFACTURING, INC.

AN OSHKOSH TRUCK CORPORATION COMPANY - ISO 9001 CERTIFIED

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PERMANENT REPAIRS. Although the probability of a break in a pitman arm is exceedingly low, we are going to replace the existing pitman arms with pitman arms made of thicker and stronger material. Obviously, that will take time and require scheduling.

Over the next several weeks, your Pierce dealer will contact your fire department to schedule the repair.

Please have at hand the complete VIN and your truck's fleet number.

If you have questions before we contact you, please call Tom Van Susteren in Pierce Customer Service at 920 832 3304.

The replacement pitman arms will be covered by the standard warranty and will continue under any extended warranty purchased with the vehicle.

The other original front suspension components will remain covered by the current warranty schedule.

4. If you have sold or traded the fire apparatus, please contact Pierce Customer Service at 920 832 3304 with the name and address of the new owner.

5. If you are the Lessor of this apparatus, Federal regulations require you to forward this recall notice to the Lessee within 10 days.

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 Pierce Customer Service at 920-832-3304

If this defect is not remedied without charge and within a reasonable time, you may submit a written complaint to Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., Washington, DC 20590; 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

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Reimbursement Notification

TO: «CUST»
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Pierce Manufacturing has a program for reimbursing costs related to this recall campaign for repairs made before this campaign was initiated.

If you paid for repairs to remedy this problem between 12-20-01 and 10-1-07, 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 you must 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