



08V-574
(5 Pages)

October 24, 2008

George Person (NVS-215)
Chief of Recall Management
National Highway Traffic Safety Administration
U.S. Department of Transportation
1200 New Jersey Avenue, S.E.
Washington DC 20590

Recall: 08V-xxx Caterpillar C13 ARD extension pipe

Dear Mr. Person:

Pierce has been notified by Caterpillar Inc. that an Aftertreatment Regeneration Device (ARD) Extension Pipe defect may exist on certain 2007 and 2008 C13 diesel engines. We therefore furnish notification of the defect, that affects Pierce Manufacturing Inc. vehicles, to the National Highway Traffic Safety Administration, in accordance with 49 CFR Part 573, *Defect and Noncompliance Reports*.

Manufacturer's Identification Code: 39-0139830

1. Name of Manufacturer and Corporate contact:

Pierce Manufacturing Inc.
Roger Lackore, Director of Research and Development
Phone: 920 832-3249
FAX: 920 832-3092
E-Mail: rlackore@piercemfg.com

2. Identification of Vehicle Classification:

Make:	Pierce
Model Years:	2007 and 2008
Models:	Arrow XT, Velocity
Production Date Beginning:	All models 06/01/07
Production Date Ending:	All Models 10/24/08

RECEIVED
2008 OCTOBER 31 – 10:00 AM
OFFICE OF RECALL
MANAGEMENT DIVISION

3. Number of Potentially Affected Vehicles: 76

4. Estimated Percentage of Vehicles Containing the Defect or Noncompliance:

See Caterpillar Inc., 49 CFR PART 573, *Defect and Noncompliance Report* 08E-054.

5. Description of the defect or non-compliance:

See Caterpillar Inc., 49 CFR PART 573, *Defect and Noncompliance Report* 08E-054.

6. Chronology of Principal Events:

See Caterpillar Inc., 49 CFR PART 573, *Defect and Noncompliance Report* 08E-054.

7. Test Results or Data on which the Noncompliance was Determined:

See Caterpillar Inc., 49 CFR PART 573, *Defect and Noncompliance Report* 08E-054.

8. Corrective Action:

See Caterpillar Inc., 49 CFR PART 573, *Defect and Noncompliance Report* 08E-054.

9. Representative Notices:

The customer and dealer notification letters have been sent with this report.

Sincerely,
Pierce Manufacturing, Inc



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

TO: «DEALER»
FROM: Doug Shadick – Customer Service: Field Upgrades and Recalls
DATE: November, 2008
SUBJECT: Recall Notice **08V-xxx** Caterpillar C13 ARD extension pipe



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

Caterpillar Inc. has notified Pierce Manufacturing Inc. that a defect, which relates to motor vehicle safety, exists in certain custom chassis fire apparatus equipped with C13 diesel engines on the following models.

Arrow XT and Velocity delivered June 2007 to present.

The extension pipes attached to the Aftertreatment Regeneration Device (ARD) may develop a hole, and heat and flame may escape during a regeneration of the Diesel Particulate Filter, which may result in a fire hazard.

Caterpillar has determined **all** C13 diesel engines, manufactured September 12, 2006 to present, must be upgraded.

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

Caterpillar Inc. dealers will complete the upgrade.

Sincerely,

A handwritten signature in black ink, appearing to read "Doug Shadick".

Doug Shadick
Customer Service: Field Upgrades and Recalls



TO: «CUST»
FROM: Doug Shadick – Customer Service: Field Upgrades and Recalls
DATE: November 2008
SUBJECT: Recall Notice **08V-xxx** Caterpillar C13 ARD extension pipe
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 custom chassis fire apparatus equipped with 2007 and 2008 Caterpillar C13 diesel engines. Pierce was notified by Caterpillar of a potential Aftertreatment Regeneration Device (ARD) Extension Pipe defect.

The Pierce vehicles involved are Arrow XT and Velocity.

The extension pipes attached to the Aftertreatment Regeneration Device (ARD) may develop a hole, and heat and flame may escape during a regeneration of the Diesel Particulate Filter, which may result in a fire hazard.

Contact your dealer as soon as possible to upgrade the ARD extension pipe on your vehicle. Failure to do so may expose your vehicle, lives and property to unnecessary injury.

Caterpillar has determined all C13 diesel engines, manufactured September 12, 2006 to present, must be upgraded.

We expect that remedy to this defect will become available in November 2008.

If you have not received communication about this potential defect, contact your dealer as soon as possible to schedule an appointment. Take this Owner Notification Letter with you at the time of your appointment and give it to your dealer.

Federal law 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 provide remedy for this defect within a reasonable time, you may submit a written complaint to: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., 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

Doug Shadick
Customer Service: Field Upgrades and Recalls



Reimbursement Notification

TO: «CUST»
FROM: Doug Shadick – Customer Service: Field Upgrades and Recalls
DATE: November 2008
SUBJECT: Recall Notice **08V-xxx** Caterpillar C13 ARD extension pipe
Pierce job#: «Product__Number»
VIN: «VIN»

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 06/19/2007 to present, 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 provide replacement documentation to your Pierce dealer.