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TO: «DEALER»
FROM: Doug Shadick – Customer Service: Field Upgrades and Recalls
DATE: October 2008
SUBJECT: Recall Notice 08V-274 TRW steering column



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 Inc. has decided that a defect, which relates to motor vehicle safety, exists in certain Pierce custom chassis fire apparatus equipped with a TRW fixed steering column. The vehicles involved are: Arrow custom chassis manufactured between 1982 - 1991; Dash custom chassis manufactured between 1983 - 1989; and Dash D8000 custom chassis manufactured between 1987 – 1989.

On certain fire trucks equipped with TRW steering column UC35017, the steering column may fail and can cause the vehicle to crash without prior warning. If the lower steering column bearing fails, the bearing race or compression spring will cut into the hollow steering shaft tube. Eventually the tube will wear thin enough for the steering column shaft to fail. The failure is most likely to occur on high-mileage vehicles during low speed, high steering effort events.

To determine if steering column failure is imminent, slide up the black rubber floor boot. If any looseness between the lower steering column outer jacket tube and the steering shaft is discovered, the vehicle must be immediately taken out of service and the steering column replaced. There may be metal shavings at the lower column area or grinding noises noticed while turning the steering wheel or other steering irregularities. If any of these conditions are present, immediately take the vehicle out of service, inspect the steering column and replace the steering column if needed. If unable to determine if unit is safe you may contact your dealer to have unit inspected at customer cost.

Each customer will be contacted by mail directly from Pierce. They will be provided work instructions to inspect for worn components. If unable to determine condition of column they should contact there dealer to have unit inspected at customer cost.

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.

UPGRADE PURCHASE

Federal law requires a no-cost remedy only on vehicles less than ten years old. If the TRW replacement kit is needed, the customer may purchase the kit from a Pierce dealer.

REMEDY SERVICE INSTRUCTIONS

Service instructions are included with this notification.

Sincerely,

Doug Shadick

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