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

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## 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