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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»

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## 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

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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 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.