



SAFETY RECALL RENOTIFICATION

TO: «CUST»
FROM: Doug Shadick – Customer Service: Field Upgrades and Recalls
DATE: March 2010
SUBJECT: Recall Renotification: **08V-274** TRW Steering Column
Pierce job#: «Product__Number»
VIN: «VIN»

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

This notice is a follow-up to an earlier safety recall notification. You are urged to promptly inspect your vehicle and remedy the potential safety defect.

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 a 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.

We expect the time, required to perform the remedy, should not exceed 2 hours. The original TRW steering column is no longer in production. Pierce has developed a replacement steering column kit available for purchase. Note: Federal law requires a no-cost remedy only on vehicles less than ten years old.

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 you are no longer the owner of this vehicle, contact Pierce Customer Service at the toll-free number.

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
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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 before your vehicle was ten years old, 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.