

PIERCE MANUFACTURING INC.®

AN OSHKOSH CORPORATION® COMPANY



April 27, 2009

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: 09V-xxx TriMark Cab Door Latch

Dear Mr. Person:

Pierce has been notified by TriMark Corporation that a cab door latch noncompliance with FMVSS 206 (Door Locks and Door Retention Components) may exist on certain 2008 model year Pierce vehicles. We therefore furnish notification of the noncompliance, which 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

RECEIVED
2009 APR 28 P 3:25
OFFICE OF DEFECTS
INVESTIGATION

2. Identification of Vehicle Classification:

Make:	Pierce
Model Years:	2008
Models:	Arrow XT, Impel, Velocity, Quantum, Saber
Production Date Beginning:	All models 06/01/08
Production Date Ending:	All Models 10/31/08

3. Number of Potentially Affected Vehicles: 257

4. Estimated Percentage of Vehicles Containing the Defect or Noncompliance: 1%

5. Description of the defect or non-compliance:

See TriMark Inc., 49 CFR PART 573, *Defect and Noncompliance Report 09E-xxx*.

6. Chronology of Principal Events:

See TriMark Inc., 49 CFR PART 573, *Defect and Noncompliance Report 09E-xxx*.

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

See TriMark Inc., 49 CFR PART 573, *Defect and Noncompliance Report 09E-xxx*.

8. Corrective Action:

See TriMark Inc., 49 CFR PART 573, *Defect and Noncompliance Report 09E-xxx*.

9. Representative Notices:

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

Sincerely,
Pierce Manufacturing, Inc

A handwritten signature in black ink, appearing to read 'Roger Lackore', written in a cursive style.

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



TO: «CUST»
FROM: Doug Shadick – Customer Service: Field Upgrades and Recalls
DATE: [Insert Date]
SUBJECT: Recall Notice: **09V-xxx TriMark Cab Door Latch**
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.

Pierce Manufacturing has decided that a noncompliance, which relates to motor vehicle safety, exists in “dual rotor” cab door latches installed on certain model year 2008 Arrow XT, Velocity/Impel, Quantum and Saber cabs. The noncompliance indicates the cab door latch fails to conform to Federal Motor Vehicle Safety Standard (FMVSS) 206 – Door Locks and Door Retention Components.

All four latches will be replaced on Arrow XT, Velocity/Impel and Saber cabs. Two latches will be replaced on the Quantum crew cab doors. The Quantum front doors already use the compliant “single rotor” latch.

The “dual rotor” door latch “catch” may have been manufactured outside dimensional specification. This dimensional error may allow the cab door to pop open, without warning, to the secondary catch.

The cab door release may occur due to cab flexure or twist during tight turns, road undulations and bumps or chuck holes. Any time uneven road terrain or driving conditions produce twisting cab movement, the door latch may release.

First and foremost, occupants should remain buckled in their seat belts until the vehicle has stopped. Occupants should be cautioned not to lean against the door during vehicle operation.

Remedy for this noncompliance has already started. **To verify if the door latch remedy has been completed on your vehicle, contact your authorized Pierce dealer.**

We expect the time, required to perform the remedy, should not exceed one hour once the work has begun. This remedy will be completed without charge.

If you have not received communication about this potential noncompliance, 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 remedy this defect without charge and 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: [Insert Date]
SUBJECT: Recall Notice: **09V-xxx TriMark Cab Door Latch**
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 06/01/08 and 10/31/08, 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 noncompliance.

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 complete the enclosed Pre-Notification Reimbursement form and send it along with a copy of the repair receipt to:

Pre-Notification Reimbursement
Customer Service Department
Pierce Manufacturing
2600 American Drive
Appleton, WI 54912-2017

TO: «DEALER»
FROM: Doug Shadick – Customer Service: Field Upgrades and Recalls
DATE: [Insert Date]
SUBJECT: Recall Notice: 09V-xxx TriMark Cab Door Latch



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.

NONCOMPLIANCE INVOLVED

Pierce Manufacturing Inc. has decided that a noncompliance with Federal Motor Vehicle Safety Standard (FMVSS) 206 – Door Locks and Door Retention Components exists in certain Pierce Arrow XT, Velocity/Impel, Quantum and Saber cabs. The vehicles involved were built between June 1, 2008 and October 31, 2008.

The door latch “catch” may have been manufactured outside dimensional specification. This dimensional error may allow the cab door to pop open, without warning, to the secondary catch.

The cab door release may occur due to cab flexure or twist during tight turns, road undulations and bumps or chuck holes. Any time uneven road terrain or driving conditions produce twisting cab movement, the door latch may release.

It is the dealer’s responsibility to contact the fire departments on the attached list and to support service for this remedy. **If repair has been completed prior to this notification, please contact the fire department to prevent confusion.** (Cab latch update is part of 74B175 update)

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.

REMEDY SERVICE INSTRUCTIONS

Service instructions have been included with Velocity update 74B175.

Sincerely,

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

Doug Shadick
Customer Service: Field Upgrades and Recalls