
TO: «DEALER»
FROM: Doug Shadick – Customer Service: Field Upgrades and Recalls
DATE: July 2, 2009
SUBJECT: Recall Notice: **09V-203 Steering Angle Sensor**



VEHICLE SAFETY DEALER NOTIFICATION – IMPORTANT

IMMEDIATE ATTENTION REQUESTED

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 OR NONCOMPLIANCE INVOLVED

Pierce has determined that a defect exists which relates to motor vehicle safety in certain Arrow XT, Quantum, Saber, Custom Contender and Velocity/Impel models that are equipped with the ESC option.

Meritor WABCO has determined that the original design of the Steering Angle Sensor (SAS) distributed in North America by Meritor WABCO exhibits a weakness in the sensor rotor drive tab that potentially can result in breakage during driving.

The broken SAS drive tab may result in unnecessary brake activation of a selected wheel and could pose a safety issue. If unnecessary brake activation occurs while the vehicle is in motion, the vehicle could crash without warning.

The SAS serial number must be inspected to determine if the SAS falls into the suspect recall population. If necessary the SAS must be replaced and then re-calibrated.

VEHICLES INVOLVED

The vehicles involved were built between January 2008 and May 2009.

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 will enable dealers to follow up with owners involved in this campaign.

DEALER RESPONSIBILITY

It is the dealer's responsibility to contact the fire departments on the attached list and to support service for this remedy. Make sure the customer is aware the remedy will be performed without charge. **If repair has been completed prior to this notification, contact the fire department to prevent confusion.**

REMEDY SERVICE INSTRUCTIONS

Field inspection, replacement and calibration instructions will be included with the remedy kit and are also available at pierceparts.com. Please review attached recommended steps included. For technical help contact the Meritor OnTrac Service Center at 866-668-7221.

Sincerely,

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

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Pierce requests that you take **IMMEDIATE ACTION** to update the affected trucks in your territory due to the serious consequences that may result from failure of the Meritor/WABCO component.

Included with this update notice:

- 1.) List of effected trucks
- 2.) Parts shipping information
- 3.) Copy of work instructions
- 4.) Time allowed for update
- 5.) Location of software need to perform update
- 6.) Process for returning all parts
- 7.) Process for submitting warranty form
- 8.) Tools needed for update
- 9.) Copy of customer letter

List of truck: A list has been attached of affected trucks. Each unit will have to be inspected for parts needing update by following the inspection process provided. **(NOTE: Not all trucks will require this update. The serial number of the component will determine if the part requires replacement.)**

Parts shipping information: Each dealer will be shipped parts the week of July 13th. We are providing enough parts for all trucks. If the truck does not require the update, the new part will have to be returned to Pierce. Any part that requires replacement will also have to be returned to Pierce. **Warranty claim will not be approved without parts being returned.**

Work instruction: Instructions are attached and can also be found on the web @ pierceparts.com. There is a learning module under the chassis tab, labeled ESC calibration which clearly demonstrates the procedure.

Time allowed for update; .5 hour is allowed for inspection to determine if the part must be replaced. (Determined by serial number) 3.5 hours to complete the repair and recalibrate the truck. The repair and calibration should not take this long, however, we are allowing additional time to find a location to drive the truck to perform the calibration (IF NEEDED). 2 hours travel.

Software: A software program is required to perform the update. The software can be down loaded from pierceparts.com under the technical support tab / software.

Tools required for update: Lap top (dealer supplied) communication cable - Meritor is supplying 1 cable per dealer. The cable will be ship to each dealer with parts needed for update. The cable requires a “serial” port on the computer or you will have to obtain an adaptor from USB to serial.

Process for returning part: All parts new or failed must be return under the normal warranty process. If not, the claim will not be approved.

Process for submitting warranty claim: Follow the normal process making sure that parts are returned.

Customer letter: Copy of customer letter is included – to help with questions from customers.

If you have any questions feel free to contact me directly. 888-974-3723

Sincerely,

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

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