
TO: «DEALER»
FROM: Doug Shadick – Customer Service: Field Upgrades and Recalls
DATE: August 31, 2009
SUBJECT: Recall Notice: **09V-341 Side Roll Protection (SRP) Sensor 74B189**



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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, Dash, Quantum and Velocity/Impel models that are equipped with Side Roll Protection (SRP).

Indiana Mills & Manufacturing, Inc. (IMMI) has determined that certain SRP sensors may have a manufacturing defect that was created by the improper joining of two circuit boards during the manufacturing process. This defect may cause an electrical interruption which may be interpreted by the microprocessor in the sensor as a vehicle roll, resulting in an inadvertent deployment of the protection system.

VEHICLES INVOLVED

The vehicles involved were built between December 2007 and July 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. IMMI will be providing the majority of the field repairs. If dealers help is requested you will be contacted as needed. **If repair has been completed prior to this notification, contact the fire department to prevent confusion.**

Sincerely,

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

Doug Shadick
Customer Service: Field Upgrades and Recalls