



TO: «CUST»
FROM: Doug Shadick – Customer Service: Field Upgrades and Recalls
DATE: April 2009
SUBJECT: Recall Notice **09V-105 Velocity/Impel Battery Box**
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 defect which relates to motor vehicle safety exists in the battery box location used in certain Pierce Velocity and Impel custom chassis.

A battery box is positioned on both sides of the Velocity/Impel chassis frame directly under the cab. Cab interference may occur with the positive battery post and the aluminum cab floor substructure. If metal-to-metal contact were to happen, electrical arcing between the cab and battery could occur increasing the risk of electrical short circuit and fire.

The battery post interference may occur during normal vehicle driving operations. As the truck bounces over bumps and chuckholes, the truck cab may contact the positive battery post. Eventually the battery post protective cap may wear away and contact with the aluminum cab could occur.

The vehicle owner should inspect the positive battery posts to make sure the protective caps have not worn away. If contact with the cab has occurred, replace the battery post protective caps. Contact your Pierce dealer immediately for the remedy kit.

Remedy for this defect started in February 2009. We expect the time required to perform the remedy should not exceed two (2) hours, once the work has begun. This remedy will be completed without charge.

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 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»
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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 04/11/2007 and 04/15/2009, 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 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