



SAFETY RECALL NOTICE

TO: «CUST»
FROM: Doug Shadick – Customer Service: Field Upgrades and Recalls
DATE: May 4, 2009
SUBJECT: Recall Notice: **09V-137 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 certain model year 2008 Arrow XT, Velocity/Impel, Quantum and Saber cabs fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 206 – Door Locks and Door Retention Components.

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, possibly resulting in injury to vehicle occupant(s).

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.**

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.

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»
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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 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