



## SAFETY RECALL NOTICE

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TO: «CUST»  
FROM: Doug Shadick – Customer Service: Field Upgrades and Recalls  
DATE: July 2009  
SUBJECT: Recall Notice **09V-203 Steering Angle Sensor**  
Pierce job#: «Product\_\_Number»  
VIN: «VIN»

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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 certain Pierce custom chassis fire apparatus, equipped with Meritor WABCO Electronic Stability Control (ESC) installed on vehicles built between January 2008 and May 2009. The recall affects Arrow XT, Quantum, Saber, Custom Contender and Velocity/Impel models.

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 may crash without warning.

We expect that remedy to this defect will begin no earlier than July 20, 2009. We expect the time required to perform the remedy should not exceed 4.5 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

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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 01/01/08 and 05/31/09 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