



SAFETY RECALL NOTICE

TO: «CUST»
FROM: Doug Shadick – Customer Service: Field Upgrades and Recalls
DATE: August 2009
SUBJECT: Recall Notice **09V-341 Side Roll Protection (SRP) Sensor**
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 certain Pierce custom chassis fire apparatus, equipped with Indiana Mills & Manufacturing, Inc. (IMMI) Side Roll sensors installed on vehicles built between December 2007 and July 2009. The recall affects Arrow XT, Dash, Quantum and Velocity/Impel models.

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.

If the protection system inadvertently deployed during vehicle operation, the driver could lose vehicle control and cause the apparatus to crash without warning.

We expect the time required to perform the remedy should not exceed one (1) hour once the work has begun. This remedy will be completed without charge.

By the time you receive this letter, your apparatus may already have been remedied. Contact your Pierce dealer to make sure this potential defect has been fixed.

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»
FROM: Doug Shadick – Customer Service: Field Upgrades and Recalls
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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 12/1/2007 and 07/15/2009 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