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TO: «DEALER»  
FROM: Chad Miller – Customer Service: Field Upgrades and Recalls  
DATE: April 2011  
SUBJECT: Recall Notice: **11V-xxx** 10.5 inch Wheel

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## **VEHICLE SAFETY DEALER NOTIFICATION – IMPORTANT**

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 Manufacturing has decided that a noncompliance, which relates to motor vehicle safety, exists in certain Pierce Arrow XT and Velocity custom fire apparatus.

On certain Pierce custom chassis built with Michelin 365/70R22.5 XZA tires, 12.25 inch wide wheels were installed instead of the required 10.5 inch wide wheels. The 12.25 inch wheel with 365/70R22.5 tire is not in compliance with FMVSS 120. In addition the wider 12.25 inch wheel may cause the tire bead to separate from the rim. This tire bead separation can cause the vehicle to crash without prior warning.

New 10.5 inch wide wheels and new Michelin 365/70R22.5 ZXA tires will be installed on the front axle of each fire apparatus.

### **VEHICLES INVOLVED**

The vehicles involved were built between 06/30/2009 and 03/15/2011.

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.

### **REMEDY SERVICE INSTRUCTIONS**

The remedy will be completed by a local tire shop.

Sincerely,

A handwritten signature in cursive script that reads "Chad Miller".

Chad Miller  
Customer Service: Field Upgrades and Recalls