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TO: «DEALER»  
FROM: Chad Miller – Customer Service: Field Upgrades and Recalls  
DATE: September 2010  
SUBJECT: Recall Notice: **10V-300** Drop-Down Hose Tray

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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 defect which relates to motor vehicle safety exists in certain Pierce Custom Contender, Dash, Enforcer, Impel, Lance, Saber and Velocity custom fire apparatus.

The bumper mounted hose tray latch may open while the vehicle is in motion. If this occurs the fire hose may drop to the roadway without warning. Potential injury to people and property may occur. The sudden hose deployment may also distract drivers, trying to avoid the hose, and a crash may occur.

### **VEHICLES INVOLVED**

The vehicles involved were built between February 20, 2003 and May 4, 2009.

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**

Service instructions are available at [pierceparts.com](http://pierceparts.com).

Sincerely,

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

Chad Miller  
Customer Service: Field Upgrades and Recalls