
TO: «DEALER»
FROM: Chad Miller – Customer Service: Field Upgrades and Recalls
DATE: July 2010
SUBJECT: Recall Notice: **10V-317** Disc Brake Caliper Interference with Automatic Tire Chain Bracket



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 Arrow XT, Dash, Enforcer, Impel, Quantum and Velocity custom fire apparatus with Meritor Wabco EX225 disc brakes & Onspot tire chains only.

The Meritor WABCO rear disc brake calipers may interfere with the automatic tire chain brackets. The interference may restrict the caliper from full movement. If this interference occurs, the brake capability may be compromised and a crash may occur. This condition may occur without warning.

The automatic tire chain brackets should have been inspected and, if necessary, cut off on or about July 13, 2010 by Pierce dealer service personnel. For the final remedy a new automatic tire chain bracket will be installed.

VEHICLES INVOLVED

The vehicles involved were built between 10/11/2006 and 06/16/2010.

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 will be included with each parts kit.

Sincerely,

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

Chad Miller
Customer Service: Field Upgrades and Recalls