



SAFETY RECALL NOTICE

TO: «CUST»
FROM: Chad Miller – Customer Service: Field Upgrades and Recalls
DATE: August 2010
SUBJECT: Recall Notice **10V-302** Steel Wheel Lug Nut Loosening
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 all models of certain Pierce custom fire apparatus manufactured between August 13, 2009 and June 30, 2010.

The steel wheels on certain Pierce fire apparatus may have excessive paint on the mounting surfaces. The wheels involved are only those wheels painted job color. The excessive paint may cause the lug nuts to loosen and separate from the wheel stud. If enough lug nuts loosen and come off the wheel, the vehicle may crash. This condition may occur without warning.

The wheel nut torque should be checked immediately. Tighten the lug nuts to the recommended torque as specified in the Pierce Custom Chassis & Maintenance Manual.

We expect that final remedy to this defect will begin no earlier than August 30, 2010. We expect the time required to perform the remedy should not exceed 1 hour 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

Chad Miller
Customer Service: Field Upgrades and Recalls



Reimbursement Notification

TO: «CUST»
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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 August 13, 2009 and June 30, 2010, 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