



SAFETY RECALL NOTICE

TO: «CUST»
FROM: Chad Miller – Customer Service: Field Upgrades and Recalls
DATE: October 2010
SUBJECT: Recall Notice **10V-423 Steering Gear Mounting Bracket**
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.

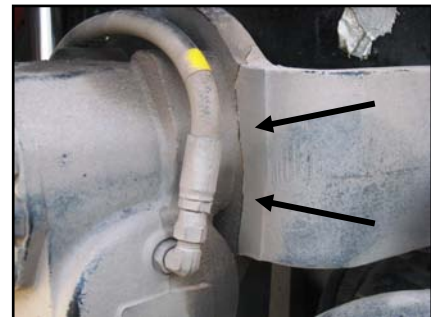
Pierce Manufacturing has decided that a defect which relates to motor vehicle safety exists in certain Pierce Arrow XT, Dash, Enforcer, Impel, Lance and Velocity custom fire apparatus models manufactured between May 30, 1998 and November 25, 2008. This defect affects non-independent suspension equipped apparatus only.

The steering gear bracket may fracture and eventually break. If the steering gear bracket separates from the chassis, loss of steering control may take place and a crash may occur. This condition may occur without warning.

All customers should ensure that a pre-trip inspection, as prescribed by the Pierce Custom Chassis operator's manual, is followed on a daily basis. As part of this pre-trip inspection the steering gear bracket should be inspected.

Raise the cab for a thorough inspection. Wipe away any dirt, grease or oil on the bracket. Check for cracks around the steering gear mounting area on the outside and inside of the bracket. If you find or suspect any steering gear bracket cracks, take the vehicle out of service and contact your Pierce dealer immediately.

We expect that remedy to this defect will begin no earlier than January 31, 2011. We expect the time required to perform the remedy should not exceed 2 hours 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»
FROM: Chad Miller – 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 May 30, 1998 and November 25, 2008, 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