



SAFETY RECALL NOTICE

TO: *Pierce Customer*
FROM: Chad Miller – Customer Service: Field Upgrades and Recalls
DATE: October 2010
SUBJECT: Recall Notice **10V-425** Battery Switch
Pierce job#: *Pierce Job 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 Custom Contender and Saber models of certain Pierce custom fire apparatus manufactured between March 25, 2010 and June 22, 2010.

The battery switch positive post on certain Pierce custom fire apparatus may come in contact with the seat base reinforcement. If this occurs an electrical short circuit may occur. This may cause a fire in the electrical harness. This condition may occur without warning.

The battery switch can be inspected by removing the driver seat base access panel. Inspect the battery switch post for interference with the seat base reinforcement. If you suspect an interference condition, disconnect the negative battery cable at the vehicle battery. Then take the truck out of service and contact your Pierce dealer.

Your Pierce dealer may have already inspected your truck and installed the final remedy. The final remedy campaign was started on or about August 9, 2010. We expect the time required to perform the final remedy to this defect 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

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

Chad Miller
Customer Service: Field Upgrades and Recalls



Reimbursement Notification

TO: *Pierce Customer*
FROM: Chad Miller – Customer Service: Field Upgrades and Recalls
DATE: October 2010
SUBJECT: Recall Notice **10V-425** Battery Switch
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VIN: *VIN*

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 March 25, 2010 and June 22, 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