

TO: «DEALER»
FROM: Chad Miller – Customer Service: Field Upgrades and Recalls
DATE: May 2011
SUBJECT: Recall Notice: **11V-097 ArrowXT Air Cleaner 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 has determined that a defect exists which relates to motor vehicle safety in certain Arrow XT apparatus built with a Caterpillar C13 2007, Cummins ISM or Detroit Diesel DD13 engine.

On certain Pierce ArrowXT custom fire apparatus the air cleaner support bracket mounting fasteners may loosen and fall out. The three air cleaner support bracket fasteners will be replaced with mechanical lock nuts, hardened flat washers and longer bolts. In addition a safety label will be attached to the bracket to warn service personnel to tighten the locknuts securely.

VEHICLES INVOLVED

The vehicles involved were built between March 17, 2008 and April 15, 2011.

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.

Sincerely,

Chad Miller
Customer Service: Field Upgrades and Recalls