

TO: «DEALER»  
FROM: Chad Miller – Customer Service: Field Upgrades and Recalls  
DATE: December 2011  
SUBJECT: Recall Notice: **11V-xxx Dual SCBA Compartment Door**



## **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, Custom Contender, Dash, Enforcer, Impel, Quantum, Saber and Velocity models with 75' HAL bodies and equipped with dual SCBA compartments.

The SCBA dual compartment door latch orientation may have been manufactured incorrectly, allowing the door to accidentally open while the vehicle is in motion. The door may open without warning and without knowledge to the driver. If the door opens, the SCBA cylinders may fall out of the compartment and onto the roadway. This situation could become a road hazard to other motorists and pedestrians which could result in a crash without warning.

The Pierce dealer will install a door reinforcement plate to the existing compartment door and install a new latch pawl.

### **VEHICLES INVOLVED**

The vehicles involved were built between May 17, 2005 and October 13, 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](http://pierceparts.com).

Sincerely,

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

Chad Miller  
Customer Service: Field Upgrades and Recalls