

# DAIMLER

Daimler Trucks North America  
Nasser Zamani  
Manager  
Compliance and Regulatory Affairs

March 7, 2012

Nancy Lewis  
Associate Administrator for Vehicle Safety  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue S.E.  
Washington D.C. 20590

**Re: Defect Information Report – Supplemental Report No. 3  
11E-055, (11C-4, FL-621), Emergency Vehicle Engine Shutdown  
Body Builder Notice**

Ms. Lewis,

In accordance with Part 573 of Title 49 of the Code of Federal Regulations, Daimler Trucks North America LLC herewith submits supplemental defect information and a copy of a document distributed to a second stage manufacturer.

**(c) (10) Copy of Communication sent to second stage manufacturer on  
March 6, 2012**

Manufacturer	Address	Phone
Pierce Manufacturing	2600 American Drive P.O. Box 2017 Appleton, WI 54912	Kevin Hanegraaf 507-775-3300

Please contact me if you have any questions.

Sincerely yours,



Nasser Zamani

Cc: Amy Martin, Chief Counsel, CAL-OSHA  
Enclosure

A Daimler Company

Daimler Trucks North America LLC  
4747 N. Channel Avenue  
Portland OR 97217-7699  
503-745-6910 Phone  
503-745-5544 Fax  
Nasser.Zamani@Daimler.com

# Daimler Trucks North America LLC

Daimler Trucks North America LLC

Detroit Diesel Corporation  
13400 Outer Drive, West  
Detroit, Michigan 48239-4001  
Telephone: 313-592-5000

**Attn: Original Equipment Manufacturer**

**Subject: Safety Recall 11C4  
DD13 EPA10 Fire Truck Shutdowns**

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. This notice is also sent in accordance with the Canada Motor Vehicles Safety Act.

Daimler Trucks has decided that a defect which relates to motor vehicle safety exists in certain model year 2010 through 2012 Pierce Manufacturing vehicles that were manufactured from January 1, 2010 through December 15, 2011, equipped with DD13 EPA10 engines and intended for use in emergency vehicle applications.

Detroit Diesel Corporation has determined that on certain certified DD13 EPA10 engines the engine shutdown software, normally provided to protect the engine and vehicle, may not have been disabled. Unexpected engine shutdown under certain conditions could hamper rescue operations and place the public at risk.

Our records indicate that some of the affected engines were shipped to you. A list of those engine serial numbers is enclosed.

To help assure customer satisfaction with the equipment you have assembled with these engines, owners of these affected engines should be instructed to contact their Detroit Diesel service outlet to arrange a service date to have the necessary repairs completed.

This service will be completed at no charge to owners of all affected engines under the engine warranty or under the provisions of this Recall notice.

Instructions for the campaign have been sent to all Detroit Authorized Repair Facilities. The time necessary to modify these engines is approximately 1.0 hour.

If you wish to have Detroit Diesel notify owners of your equipment please provide the following information in an excel file:

- **Equipment Identification Numbers (related to the serial numbers of the engines corresponding to each piece of equipment)**
- **Customer Name**
- **Mailing Address**

This information can be sent to [catherine.zaleski-wais@daimler.com](mailto:catherine.zaleski-wais@daimler.com). Otherwise, you may notify your owners by sending the attached letter. Please advise Detroit Diesel of your wishes within 30 days of receipt of this letter.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of continued customer satisfaction with both your products and ours.

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Please contact a Detroit Diesel Authorized Repair Facility to arrange to have the Recall performed and to ensure that parts are available. To locate an authorized facility, search online at [www.detroitdiesel.com/supportnetwork/](http://www.detroitdiesel.com/supportnetwork/). The Recall will take approximately 1.0 hour and will be performed at no charge to you. Also, owners may be liable for any progressive damage that results from failure to complete this recall within a reasonable time after receiving this notification.

**IMPORTANT:** When the Recall has been completed, please ensure that a label has been affixed to your vehicle referencing **11C4**. It should be located on the passenger-side door about 12 inches (30 cm) below the door latch.

If you do not own the unit that corresponds to the identification number(s) which appears on the Recall Notification, please return the notification with any information you can furnish that will assist us in locating the present owner. If you have leased this vehicle, Federal law requires that you forward this notice to the lessee within ten days. If you are a subsequent stage manufacturer, Federal law requires that you forward this notice to your distributors and retail outlets within ten working days. If you have previously paid to have this recall condition corrected prior to this notice, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For reimbursement consideration please mail a copy of the repair order and proof of payment to the following address:

Detroit Diesel Corporation, Warranty Administration, 13400 Outer Drive West, Detroit, MI 48239-4001

If you have questions about this Recall, please contact the **Detroit Diesel Customer Support Center** at **(800) 445-1980** between **8:00 a.m. to 7:00 p.m. Monday through Friday and 9:00 a.m. to 3:00 p.m. on Saturday Eastern Standard Time**. If your dealer or an authorized Detroit Diesel service center fails or is 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 888 327-4236 (TTY: 800-424-9153), or go to <http://www.safercar.gov> if remedy difficulties exist. For **Canadian** customers, **please** contact our customer service or for additional info about the recall, you can contact **Transport Canada at (800) 333-0510**.

We regret any inconvenience this action may cause but feel certain you understand our interest in motor vehicle safety.