



SAFETY RECALL NOTICE

TO: «CUST»
FROM: Chad Miller – Customer Service: Field Upgrades and Recalls
DATE: May 2011
SUBJECT: Recall Notice **11V-097** ArrowXT Air Cleaner Bracket
Pierce job#: «Product__Number»
VIN: «VIN»

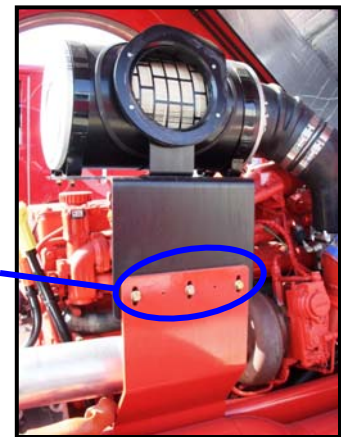
This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Pierce Manufacturing has decided that a defect which relates to motor vehicle safety exists in certain Pierce ArrowXT custom fire apparatus manufactured between March 17, 2008 and April 15, 2011. The defect is only on the ArrowXT model with the Caterpillar C13 2007, Cummins ISM or Detroit Diesel DD13 engines.

On certain Pierce ArrowXT custom fire apparatus the air cleaner support bracket mounting fasteners may loosen and fall out. If the fasteners fall out, the air cleaner support bracket may fall onto the top of the engine. If the support bracket falls onto the engine, the fuel system may become damaged possibly causing an under hood fire. If a fire occurs potential loss of vehicle control may cause the vehicle to crash without warning.

To prevent a crash from occurring, the apparatus owner should inspect the three air cleaner support bracket attachment fasteners making sure the fasteners are secured. Then contact your Pierce dealer to schedule the remedy for this defect.

We expect that remedy to this defect will begin no earlier than May 16, 2011. We expect the time required to perform the remedy should not exceed one (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

Chad Miller
Customer Service: Field Upgrades and Recalls



Reimbursement Notification

TO: «CUST»
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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 March 17, 2008 and April 15, 2011, 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