



## SAFETY RECALL NOTICE

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TO: «CUST»  
FROM: Chad Miller – Customer Service: Field Upgrades and Recalls  
DATE: April 2011  
SUBJECT: Recall Notice **11V-xxx** 10.5 inch Wheel  
Pierce job#: «Product\_\_Number»  
VIN: «VIN»

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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 noncompliance, which relates to motor vehicle safety, exists in certain Pierce Arrow XT and Velocity fire apparatus manufactured between 06/30/2009 and 03/15/2011.

On certain Pierce custom chassis built with Michelin 365/70R22.5 XZA tires, 12.25 inch wide wheels were installed instead of the required 10.5 inch wide wheels. The 12.25 inch wheel with 365/70R22.5 tire is not in compliance with FMVSS 120. In addition the wider 12.25 inch wheel may cause the tire bead to separate from the rim. This tire bead separation can cause the vehicle to crash without prior warning.

New 10.5 inch wide wheels and new Michelin 365/70R22.5 ZXA tires will be installed on the front axle of your fire apparatus.

We expect that final remedy to this defect will begin no earlier than April 15, 2011. We expect the time required to perform the remedy 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

Chad Miller  
Customer Service: Field Upgrades and Recalls



## Reimbursement Notification

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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 06/30/2009 and 04/04/2011, 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