



SAFETY RECALL NOTICE

TO: «CUST»
DATE: March 2012
SUBJECT: Recall Notice 12V-080 **Detroit DD13 EPA 2010 - Disable Engine Shutdown**
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 Arrow XT, Quantum and Velocity custom fire apparatus models manufactured between October 13, 2010 and February 8, 2012, equipped with Detroit Diesel DD13 EPA 2010 engines and intended for use in emergency vehicles.

This decision was based on information provided to Pierce Manufacturing by Detroit Diesel Corporation.

The engine shutdown software normally provided to protect the engine and vehicle may not have been disabled on engines intended for emergency vehicle applications.

After the vehicle operator receives and ignores multiple warnings indicating the need for operator intervention, the engine may shutdown unexpectedly. Unexpected emergency vehicle engine shutdown, under certain conditions, could hamper rescue operations and place the public at risk.

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/. 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 have leased this vehicle, Federal law requires that you forward 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 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 the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

If you have previously paid for repairs to address this specific condition, please mail a copy of the repair order, proof of payment and proof-of-ownership to the following address for reimbursement consideration:

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

Include your name, address and telephone number(s) in your request.

Sincerely,

PIERCE MANUFACTURING INC. and DETROIT DIESEL CORPORATION