



OCT 2014

## IMPORTANT SAFETY RECALL

Dear Pierce Vehicle Owner:

Ref: 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 vehicles exists in certain Enforcer, Impel, Quantum, Velocity, and Arrow XT custom fire apparatus models manufactured between 2009 and 2013 equipped with TAK-4 independent suspensions may contain a defect that impacts vehicle safety.

### **! I M P O R T A N T !**

- Your Pierce Vehicle is being recalled.
- You should contact our service group at 888-Y-PIERCE (888-974-3723) to schedule an appointment for the inspection and remedy.
- This service will be performed for you at **no charge**.

#### **Why is a recall being conducted?**

Pierce has determined that, for certain production lots, the lower control arms of the TAK-4 independent suspension may have developed a crack when impacted during processing. Lower control arms produced within one cavity in the mold may additionally have become subject to material alteration as the result of process variation, increasing the lower control arm's sensitivity to the crack. When occurring in combination, the lower control arm could fatigue and fracture during a sudden, overload event increasing the risk of a vehicle crash.

#### **What are we doing about the problem?**

Pierce expects to conduct the following steps on each vehicle:

- Inspect the vehicle and subject component to determine if component is included in this recall.
- If determined the component is part of this recall, Pierce will inspect the part for the presence of any cracks in the area of the ball joint cup.
- If any cracks are found, Pierce will replace the Lower Control Arm. The time required to replace the Lower Control Arm is approximately 3 hours per arm.

**What should you do?**

- Inspect your vehicle to determine if the part is from the subject mold cavity lot per the attached instructions.
- Contact Pierce with the mold cavity lot number information.
- If your vehicle contains a part from the subject mold cavity production lot, Pierce will then arrange an inspection time with you to inspect the part for any cracks.
- The inspection of the vehicle should be scheduled at the earliest opportunity when vehicle availability can be arranged. Pierce anticipates that owners will continue to place their vehicles in service until the recall actions can be completed.
- If you have any questions or require further assistance, contact Pierce at 1-888-Y-PIERCE (888-974-3723).

**What if you no longer own this vehicle?**

If you no longer own this vehicle, please contact Pierce at 1-888-Y-PIERCE (888-974-3723) to assist us in updating our records.

**Who should you contact if you have further questions or concerns?**

If you have further questions, please contact Pierce at 1-888-Y-PIERCE (888-974-3723) to allow us to assist you.

We regret any inconvenience that this action may cause you. However, we are concerned about your safety.

If your dealer 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>.

We apologize for any inconvenience this safety recall may cause, but your safety is our first concern.

Sincerely,

PIERCE MANUFACTURING INC.