



January 2015

## 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 Quantum custom fire apparatus models manufactured between 2008 and 2011 equipped with accelerator pedals produced by Williams Controls that 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 your Pierce dealership service representative or the Pierce service group at 888-Y-PIERCE (888-974-3723) to schedule an appointment for the 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 accelerator pedal assembly may contain springs that may fatigue and break due to a manufacturing processing issue at Williams Control. If both springs break, the accelerator pedal will not return to idle after being engaged. If this were to happen, the vehicle may possibly crash and possibly cause injuries.

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

Pierce will replace the accelerator pedal assembly on subject vehicles at no charge to you.

**What should you do?**

- Contact your dealer to schedule a service appointment to replace the suspect part. 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.

If you have already paid to have your accelerator pedal repaired for this condition, you may be eligible for reimbursement of the charges you paid for the repair. To learn more about what you need to do to obtain reimbursement, contact our service group at 888-Y-PIERCE (888-974-3723) and indicate you have a service and technical question.

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.