

2600 AMERICAN DRIVE
POST OFFICE BOX 2017
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www.piercemfg.com



August 12, 2015

Pierce Dealer

**Field Update Notice # 74B265
Drive Shaft Replacement**

Pierce Manufacturing has determined that a defect which relates to motor vehicle safety exists in certain Arrow XT, Dash CF, Enforcer, Quantum, Velocity custom fire apparatus models and commercial chassis Freightliner M2-112 and Kenworth T88 fire apparatus, manufactured between 2014 and 2015 equipped with drive shafts supplied by MSI.

Issue

Pierce has determined that, for certain assemblies, the drive shaft may have been manufactured with certain production lots of tubing of inadequate strength. A drive shaft that contains such tubing may fail during operation, causing the vehicle to be unable to be driven, and possible separation of the shaft from the vehicle which may injure those nearby or lead to an accident. Pierce has determined that suspect vehicles should be REMOVED FROM SERVICE IMMEDIATELY.

- MSI will ship parts direct to the Pierce dealers. These will be kitted by Pierce job number and will start to ship on 8/14/15. All drive shafts will be shipped no later than 8/26/15.
- MSI will allow 40 minutes labor per drive shaft and 2 hours travel per truck. Claims will be submitted to Pierce.
- Drive shafts that are removed from the vehicle must be packed into the crate that replacement shafts arrived in and returned directly to MSI, freight collect, by calling Echo Logistics at 920-347-5948 and referencing PO 1283D.

Dealer will submit a campaign claim to Pierce for labor and travel for each unit completed. Claims will be approved after parts are returned to MSI.

A list of trucks in your area will be available soon at www.pierceparts.com. Because some trucks may have multiple shafts requiring replacement, Pierce will also provide each dealer with a spreadsheet identifying the shaft parts numbers for each truck. **Pierce is seeking your support to contact the customers with the subject vehicles to REMOVE THEM FROM SERVICE.**

If you have any questions or concerns about this remedy, contact Pierce Customer Service at 1-888-974-3723.

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