



September 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 has decided that a defect which relates to motor vehicles 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 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 products, the drive shafts were produced with material inadequate for the application. If suspect drive shafts were installed in your vehicle, it may bend or break. If this were to occur, it may stop the vehicle from being driven and prevent other systems from functioning, or the drive shaft may separate from the vehicle, possibly striking other vehicles or persons, resulting in a crash or possible injuries.

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

Pierce will replace the suspect drive shaft assemblies 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 requests that owners remove their vehicles from 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).
- Federal law requires vehicle lessors receiving this recall notice to forward a copy of this notice to the lessee within ten (10) days. Also, it is a violation of Federal law for a dealer to deliver a new vehicle covered by this recall notice under a sale or lease until the defect has been remedied.

**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 drive shaft 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.