



January 2016

IMPORTANT SAFETY RECALL

NHTSA Recall No. 15V-760

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 vehicle safety exists in certain model year 2013 – 2015 Pierce models manufactured from June 19, 2013 to July 31, 2014 -

Arrow XT, Quantum, Velocity, Impel, Saber, Commercial Chassis built on Freightliner M2-1106, M2-112, Kenworth T370, T800, Peterbilt 337, 348, International 4400, 7400, 7600 and Ford F550 HD chassis,

And equipped with certain FRC pressure governors models –

- PumpBoss Pressure Governor, models PBA200, PBA300 and PBA400 with firmware revision 400.04 through 400.10,
- InControl Pressure Governor, model TGA400 with firmware revision 400.04 through 400.10 and,
- ThrottleXcel, model ELA200 with firmware revision 400.04 through 400.10

! 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 been notified by Fire Research Corporation (FRC) that certain pressure governor models require a firmware update. If the governor/throttle control knob is rotated clockwise to increase the setting with power provided but with no interlock signal provided (Throttle Ready LED is off) the product will not respond. However, if power is not cycled off and the interlock signal is then provided the governor/throttle will respond to the previous rotation of the knob. This will cause a pressure or RPM command to be displayed in the Message Display and the engine RPM to immediately increase to achieve said setting.

In August, 2014, Pierce issued a service bulletin 74B252 with instructions on how to correct the firmware. After further discussions with NHTSA, Pierce decided to issue a formal recall at this time.

This defect can result in an unexpected pressure surge to the fire hose with the possibility of damage to the equipment, damage to other property, or personal injury.

What are we doing about the problem?

Pierce will provide assistance to our customers in working with the supplier, FRC, in downloading the proper firmware to their vehicle.

Pierce anticipates that owners will continue to place their vehicles in service until the recall actions can be completed.

What should you do?

- Contact FRC to receive information on how to download the correct firmware. Do not contact a Pierce dealer for service.
- FRC contact information:
 - **ONLINE**
Download by pointing your browser to:
<http://www.fireresearch.com/firmware-update>
 - **EMAIL**
Email requests to **service@fireresearch.com**
 - **TELEPHONE**
Contact a FRC Service/Support Representative at **1-800-645-0074**
- 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 FRC governor 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.