

TO: «DEALER»
FROM: Don Chomic – Director, Product Safety
Kevin Hanegraaf – Director, Aftermarket Support



DATE: June 2016
SUBJECT: Recall Notice: **NHTSA 16V-390/ Pierce 74B272 – Hale Pump Inlet Strainers**

VEHICLE SAFETY RECALL DEALER NOTIFICATION – IMPORTANT

Pierce has decided that a defect which relates to motor vehicle safety exists in certain model year 2015 - 2016 Pierce Arrow XT, Enforcer, Impel, Quantum, Saber and Velocity models, and Freightliner, Kenworth, and International commercial chassis manufactured from August 4, 2014 to April 24, 2016, equipped with Hale pumps QMAX, QFLO, QMAX-XS and QTWO models.

Some vehicles may have been produced with Hale pumps that have inlet strainers which were improperly manufactured by Hale. Hale has issued an equipment recall – NHTSA recall #16E-027 for this defect. Hale's Tier 2 supplier shipped product that missed the solder operation. Hale did not detect this as they installed the strainers into the pump assemblies.

This defect may result in the pump ingesting the strainer, causing a reduction in pump performance and impacting water pressure to firefighters.

Hale will deliver to each vehicle owner replacement strainers by US mail or parcel delivery. Pierce is instructing the owner to remove and discard the currently installed strainers and replace it with the newly provided strainers.

VEHICLES INVOLVED

The vehicles involved are model year 2015 - 2016 Pierce Arrow XT, Enforcer, Impel, Quantum, Saber and Velocity models, and Freightliner, Kenworth, and International commercial chassis manufactured from August 4, 2014 to April 24, 2016, equipped with Hale pumps QMAX, QFLO, QMAX-XS and QTWO models.

Involved vehicles have been identified by Pierce job numbers and are listed on Pierceparts.com. Owner name and address data will enable dealers to follow up with owners involved in this campaign after Pierce has issued the customer notifications. Pierce has identified these vehicles based on build orders.

DEALER RESPONSIBILITY

It is the Pierce dealer's responsibility to support the customers on the defined list and to encourage the apparatus owner to install the replacement strainer. Please make sure the customer is aware the remedy will be provided by Pierce without charge.

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.

Thank you for your support and understanding. If you have any questions, please feel free to contact myself at 920-832-3342, or Kevin Hanegraaf at 920-832-3235.

Sincerely,

A handwritten signature in black ink, appearing to read "Don Chomic".

Don Chomic

Director, Product Safety