



April 2016

IMPORTANT SAFETY RECALL

NHTSA Recall No. 16V-148

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 2014 - 2016 Pierce Saber and Enforcer models, manufactured from March 3, 2014 to February 3, 2016.

! 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 1-888-Y-PIERCE (1-888-974-3723) to schedule an appointment for the remedy.
- This service will be performed for you at **no charge**.

Why is a recall being conducted?

Some vehicles may have been produced with the clamps on the heater hose near the heater core improperly installed.

This defect may result in engine coolant being able to leak into the passenger compartment. The coolant may come in contact with electrical components causing a shorting of circuits and a loss of function of features controlled by those circuits, including loss of power to vehicle. Coolant may also contact occupants and possibly cause burn injuries due to hot fluid.

What are we doing about the problem?

Pierce will inspect the suspect vehicles for proper installation of the hose clamps for the heater hose at the heater core. Any found to be incorrectly installed will be corrected. Any damage due to previous leaks of this joint will also be corrected.

- What should you do?**
- Contact your dealer to schedule a service appointment to inspect and/or repair 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).
 - 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 heater hose 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 1-888-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.