



April 2016

## IMPORTANT SAFETY RECALL

### NHTSA Recall No. 16V-186

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 2010, 2012, 2014 - 2016 Pierce Arrow-XT, Velocity and Quantum models, manufactured from October 30, 2010 to January 24, 2016, and equipped with Pelican model 9410L flashlights.

**! I M P O R T A N T !**

**Why is a recall being conducted?** Pierce received a recall notice issued by Pelican Products ("Pelican"), the manufacturer of Pelican flashlights which were provided with some vehicles. The battery packs in these flashlights may overheat resulting in a fire or injury to the user.

**What are we doing about the problem?** Pierce is providing information to our customers on how they may obtain replacement battery packs from Pelican. Included with this notice is the notice issued by Pelican, to the Consumer Product Safety Commission.

**What should you do?**

- Stop using your Pelican flashlight immediately and remove from your Pierce vehicle and place in a safe location.
- Contact Pelican for instructions and more information on returning the flashlight for free installation of a new battery pack.
  - By phone, call between 8am – 5pm PT:
    - 1-877-619-0289
    - Or 1-310-257-5691
  - Or email at:
    - [9410L@pelican.com](mailto:9410L@pelican.com)
  - Or visit their website at:
    - [www.pelican.com](http://www.pelican.com), select the recall link located at the bottom of the page

- If you are unwilling or unable to contact Pelican for repairs, you may contact your local Pierce dealer for assistance.
- If you have any questions or require further assistance, contact Pierce at 1-888-Y-PIERCE (1-888-974-3723).
- 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 flashlight 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 you experience difficulties or are unable to obtain the remedy for 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.