



June 2016

IMPORTANT SAFETY RECALL NHTSA Recall No. 16V-390

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 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.

! 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 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.

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

What are we doing about the problem?

Hale will deliver to each customer replacement strainers by US mail or parcel delivery.

What should you do?

- When you receive the replacement strainers, remove the current strainers and discard them. Install the new replacement strainers.
- Contact your dealer if you need assistance or are unable to install the replacement strainers.
- 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 (1-888-974-3723) 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 (1-888-974-3723) to allow us to assist you.

If you have already paid to have the pump inlet strainers 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 (1-888-974-3723) 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.