



July 2016

## IMPORTANT SAFETY RECALL

**NHTSA Recall #16V-551**

**Pierce Recall #274B276**

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 vehicles exists in certain custom Enforcer, Impel and Velocity fire apparatus models equipped with aerial devices, manufactured between 2014 and 2015 that may contain a defect that impacts vehicle safety.

### **! 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 determined that the hydraulic pumps for certain aerial devices may have been installed with a temporary plastic plug still in place in one of the hydraulic ports. The plug may become separated from the pump and allow hydraulic fluid to seep from the system. If this were to occur, loss of hydraulic function of the aerial device may result. If the aerial device were not to operate, it may prevent a firefighter from removing themselves from a hazardous situation which may lead to possible injuries. It would also prevent the apparatus from completing its safety mission.

**What are we doing about the problem?**

Pierce will inspect the hydraulic pump to determine if the plastic plug is present. If found, the plug will be removed and replaced with a metal plug appropriate for the use and application. Pierce will also verify the hydraulic fluid level and system function.

- What should you do?**
- Immediately contact your dealer to schedule a service appointment to replace the suspect part as soon as possible. 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).

**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 hydraulic pump 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.