



September 2016

## IMPORTANT SAFETY RECALL

**NHTSA Recall #16V-585**

**Pierce Recall #74B277**

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 determined that a defect which relates to motor vehicles may exist in Arrow, Dash, Enforcer, Impel, Quantum, Saber, Velocity chassis; or vehicles built on chassis built by International, Ford, Peterbilt, or Kenworth, manufactured between 2015 and 2016. These vehicles may have been built with Waterous pumps models C20, C21, TC20, and TC21 with split-shaft transmissions, which 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 certain fire apparatus produced with Waterous pumps have been recalled by the supplier, due to a defect in the shift unit of the pump. The shift unit is mounted on the rear side of the split-shaft transmission case with a clevis and clevis pin that extends inside the transmission. The clevis pin is held in place by retaining rings installed in grooves in the clevis pin. The defect involves clevis pin retaining rings that were deformed during installation which can possibly permit the retaining ring to dislodge if subjected to high levels of vibration.

There is the possibility that the retaining ring on the top of the clevis pin may dislodge and the clevis pin may fall out and lose engagement with the shift fork. If that occurs, it will prevent the shift unit from being able to shift the transmission into position to provide power to drive a fire pump increasing the risk of injury.

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

Pierce is working with the pump supplier. Pierce will inspect the vehicle to determine if the shift unit requires repairs. If your vehicle is found to require repairs, Pierce will install a retrofit kit provided by the supplier that replaces the defective clevis pin. This repair will be made at no cost to the customer.

**What should you do?**

- Contact your dealer to schedule a service appointment to have the required components inspected. Pierce anticipates that owners will continue to place their vehicles in service until the recall actions can be completed. This repair should require 1-2 hours to complete.
- If you have any questions or require further assistance, contact Pierce at 1-888-Y-PIERCE (1-888-974-3723).

**What if you no longer own this vehicle?**

If you no longer own this vehicle, please contact Pierce at 1-888-Y-PIERCE (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 your vehicle corrected 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.