

TO: «DEALER»
FROM: Don Chomic – Director, Product Safety
Kevin Hanegraaf – Director, Aftermarket Support



DATE: August 2017
SUBJECT: Recall Notice: **NHTSA 17V-455/ Pierce 74B81 –
Hale Products Pump Interlock Module**

VEHICLE SAFETY RECALL DEALER NOTIFICATION – IMPORTANT

Pierce has determined that a defect which relates to motor vehicles may exist in Arrow XT, Enforcer, Quantum, and Velocity models built between 2016 and 2017. These vehicles may have been built with Hale Products pump interlock modules that Hale has recalled, which may contain a defect that impacts vehicle safety.

Hale has determined certain pump interlock modules may have been produced that will not operate properly when exposed to extreme cold temperatures. If the interlock module does not operate properly, the switch will not engage the pump, preventing the pump from operating and allowing the delivery of water. This may increase the risk of injury.

VEHICLES INVOLVED

The vehicles involved are certain fire apparatus Model Year 2012 – 2017 Arrow XT, Dash, Enforcer, Quantum, and Velocity models. There is a total of 65 affected vehicles.

Involved vehicles have been identified by Pierce job numbers and are listed on Pierceparts.com. Owner name and address data will enable dealers to follow up with owners involved in this campaign after Pierce has issued the customer notifications. Pierce has identified these vehicles based on build orders.

Hale and Pierce anticipates that owners may keep their vehicle in-service until repairs are made.

DEALER RESPONSIBILITY

It is the Pierce dealer's responsibility to support the customers on the defined list and to encourage the apparatus owner to schedule a service appointment with Hale to replace the required components. Please make sure the customer is aware the remedy will be provided by Hale without charge.

Hale will be performing the repairs and working with the customers to make the arrangements to have the repairs completed. Pierce dealers are being asked to support this effort by providing assistance in directing our customers to the closest authorized Hale repair facility. We are including Hale's service bulletin information with this dealer notice for your convenience. It provides contact information at Hale.

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.

Thank you for your support and understanding. If you have any questions, please feel free to contact myself at 920-832-3342, or Kevin Hanegraaf at 920-832-3235.

Sincerely,

A handwritten signature in black ink, appearing to read "Don Chomic".

Don Chomic

Director, Product Safety