

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



DATE: November 2017
SUBJECT: Recall Notice: **NHTSA 17V-570/ Pierce 74B285 –
Dana Steer Axle Tie Rod Attachment**

VEHICLE SAFETY RECALL DEALER NOTIFICATION – IMPORTANT

Pierce has decided that a defect which relates to motor vehicle safety exists in Arrow XT, Enforcer, Impel, Quantum, Saber, and Velocity models built between 2015 and 2016. These vehicles may have been built with Dana Steer Axles, which may contain a defect that impacts vehicle safety.

Dana has issued an equipment recall and Pierce has determined that certain fire trucks equipped with steer axle modules produced by Dana may have been manufactured with a defect that impacts vehicle safety. The tie rod attachment that connects the tie rod taper to the knuckle may not have been torqued properly, allowing the tie rod to become loose, may disconnect from the steering knuckle, causing to operator to lose full control of the vehicle, possibly resulting in crash and increasing the risk of an injury.

VEHICLES INVOLVED

The vehicles involved are certain fire apparatus Model Year 2015 – 2016 Arrow XT, Enforcer, Impel, Quantum, Saber, and Velocity models. There is a total of 56 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.

Dana 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 a Dana service facility inspect and repair the required components. Please make sure the customer is aware the remedy will be provided by Dana without charge.

A Dana service center 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 Dana repair facility. We are including Dana's service bulletin information with this dealer notice for your convenience. It provides contact information at Dana.

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