

TO: «DEALER»  
FROM: Don Chomic – Director, Product Safety  
Kevin Hanegraaf – Director, Aftermarket Support  
Jim Michal – VP, Aftermarket Support  
DATE: October 2014  
SUBJECT: Recall Notice: **14V-660 – TAK-4 Lower Control Arm**



## **VEHICLE SAFETY RECALL DEALER NOTIFICATION – IMPORTANT**

Pierce Manufacturing has determined that a defect which relates to motor vehicle safety exists in certain Impel, Quantum, Velocity, and Arrow XT custom fire apparatus models manufactured between 2009 and 2013 equipped with TAK-4 independent suspensions.

Pierce has determined that, for certain production lots, the lower control arms of the TAK-4 independent suspension may have developed a crack when impacted during processing. Lower control arms produced within one cavity in the mold may additionally have become subject to material alteration as the result of process variation, increasing the lower control arm's sensitivity to the crack. When occurring in combination, the lower control arm could fatigue and fracture during a sudden, overload event.

To remedy the issue Pierce will inspect the suspected parts for the presence of cracks. If any cracks are found, the Lower Control Arm will be replaced.

Pierce expects to conduct the following steps on each vehicle:

- Inspect the vehicle and subject component to determine if component is included in this recall.
- If determined the component is part of this recall, inspect the exterior of the ball joint cup for the presence of any cracks.
- If any cracks are found, replace the Lower Control Arm and ball joint.

The Recall Notification to the vehicle owners will include instructions on how to inspect their vehicle to determine if the part is from the suspect mold cavity and to contact Pierce directly with that information.

Pierce will determine if the part is from the suspect mold cavity (Cavity 1) and within the recalled lots of material.

If Pierce determines the part is from the suspect cavity, Pierce will schedule with the customer an inspection of the part to be performed by a 3<sup>rd</sup> party service to inspect the part in the area of the ball joint cup for any cracks.

If the inspection identifies cracks in the part, Pierce will inform the customer to remove the vehicle from service and to schedule service with their dealer to replace the cracked part at no charge to them. Pierce will also notify the dealer of the findings and work with them to schedule the replacement with the customer.

Pierce has parts available for replacement if any parts are found with cracks.

## **VEHICLES INVOLVED**

The vehicles involved were built between 2009 and 2013 with Lower Control Arms produced from lots 096K and 219H. Federal law prohibits the sale of any of the affected vehicles.

Involved vehicles have been identified by Pierce job numbers and are listed on [Pierceparts.com](http://Pierceparts.com). Computer listings contain the complete job number, owner name and address data. Owner name and address data will enable dealers to follow up with owners involved in this campaign. Pierce has identified these vehicles based on Lower Control Arm lot number.

## **DEALER RESPONSIBILITY**

It is the dealer's responsibility to support the customers on the defined list and to encourage the apparatus owner to inspect their vehicles and provide Pierce the information requested. If the dealer is contacted by the customer regarding this recall and the inspection process, they are to direct the customer to contact Pierce directly. The dealer must also support any replacement service if determined to be required and to schedule an appointment for the remedy. Please make sure the customer is aware the remedy will be performed by Pierce without charge.

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

Sincerely,

A handwritten signature in black ink, appearing to read "Don Chomic". The signature is fluid and cursive, with a prominent initial "D" and a long, sweeping tail.

Don Chomic

Director, Product Safety