



TO: Pierce Dealer Network

FROM: Pierce Customer Service

DATE: July 11, 2014

RE: Service Topic 348 - Pack Mule Inspection, Troubleshooting, and Maintenance

This bulletin affects all trucks equipped with the Pierce Pack Mule Ergonomic Hose Bed system. The following inspection and maintenance procedures **MUST** be followed to ensure safe operation and longevity of the Pack Mule system.

For additional information, refer to the Pierce Service Manual, group 6575-P-001, Pack Mule Ergonomic Hosebed Loader. This service group can be found on www.pierceparts.com, under the Technical Support / Service Manuals / Hosebed Accessories tab.

Inspection

When inspecting, look for brass shavings or filings either attached to the screw portion of the Pack Mule or in the surrounding areas. If brass shavings or filings are present, replacement of the brass nut on the system must be completed immediately.



Troubleshooting

- **No movement of hose bed with switches**
 - Electrical short (use manual overrides on manifold)
 - Proximity sensor is detecting interference (check for articles near proximity sensors)
 - Objects jammed inside channels affecting travel (clear screw and channels of any foreign objects)
 - Door switch failure (replace door switches)



- **Excessive vibration of hose bed**
 - Improper amount of grease (Grease ACME Screw first and then the track surfaces)
 - Slider pads out of alignment (Check wear areas and retighten screws)
 - Slider pads worn (replace slider pads)
- **If vibration continues, contact your dealer**

Maintenance

- **Grease should be applied to friction surfaces once a month**
 1. Power wash the screw to remove old grease and dirt
 2. Apply new grease to screw using any of the following:
 - Acme screw grease
 - Lithium based grease
 - Moly based grease
 3. Lithium based (aerial) grease should be applied on the channels
- **Between Maintenance Cycles**
 - If a noise is heard while lowering or raising the Pack Mule, fully lower the device and lubricate the ACME screw and track using Break Free CLP or equivalent. If noise persists, contact your Pierce dealer for further inspection.
- **Hydraulic Filter should be serviced every 24 months**
 - Located in the pump house on the passenger side
- **ATF is the standard operating oil**

