
TO: «DEALER»
FROM: Chad Miller – Customer Service: Field Upgrades and Recalls
DATE: April 2013
SUBJECT: Recall Notice: **13V-062 TriMark Inner Door Handle**



VEHICLE SAFETY DEALER NOTIFICATION – IMPORTANT

The National Traffic and Motor Vehicle Safety Act, as amended, provides that each vehicle which is subject to a recall campaign of this type must be adequately repaired within a reasonable time after the owner has tendered it for repair. Failure to repair within sixty (60) days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time.

If the condition is not adequately repaired within a reasonable time, the owner may be entitled to an identical or reasonable equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation.

To avoid having to provide these burdensome solutions, every effort must be made to promptly schedule an appointment with each owner and to repair their vehicle as soon as possible. As you will see in reading the attached copy of the letter that is being sent to owners, the owners are being instructed to contact Pierce customer service if their dealer does not remedy the condition within three (3) days of the mutually agreed upon service date. If the condition is not remedied within a reasonable time, they are instructed on how to contact the National Highway Traffic Safety Administration.

DEFECT OR NONCOMPLIANCE INVOLVED

Pierce Manufacturing has decided that a defect which relates to motor vehicle safety exists in certain Pierce Velocity and Impel custom fire apparatus models manufactured between June 6, 2007 and October 30, 2010.

The legs of the torsion spring on TriMark inner door handles may be too short in some handles resulting in the legs coming out of their retention pockets. This may increase the potential for the door to be opened inadvertently. To reduce the risk of opening a door inadvertently all doors should be locked by the vehicle occupants before the vehicle is put in motion.

Pierce Manufacturing and its dealers will replace the inner door handles on all affected vehicles.

VEHICLES INVOLVED

The vehicles involved were built between June 6, 2006 and October 30, 2010.

Involved vehicles have been identified by Pierce job numbers and are listed on the attached report. 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.

DEALER RESPONSIBILITY

It is the dealer's responsibility to contact the fire departments on the attached list and to support service for this remedy. Make sure the customer is aware the remedy will be performed without charge.

REMEDY SERVICE INSTRUCTIONS

Service instructions are available at pierceparts.com.

Sincerely,

A handwritten signature in cursive script that reads "Chad Miller".

Chad Miller
Customer Service: Field Upgrades and Recalls