

TO: «DEALER»
FROM: Chad Miller - Customer Service: Field Upgrades and Recalls
DATE: October 2010
SUBJECT: Recall Notice 10V-423 Steering Gear Mounting Bracket



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 has determined that a defect exists which relates to motor vehicle safety in certain Arrow XT, Dash, Enforcer, Impel, Lance and Velocity models with non-independent suspensions.

The steering gear bracket may fracture and eventually break. If the steering gear bracket separates from the chassis, loss of steering control may take place and a crash may occur. This condition may occur without warning.

The steering gear bracket will be replaced on each truck. The new steering gear bracket will use the same frame and steering gear mounting configurations.

VEHICLES INVOLVED

The vehicles involved were built between May 30, 1998 and November 25, 2008.

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,

Chad Miller

Chad Miller
Customer Service: Field Upgrades and Recalls