

TO: «DEALER»
FROM: Chad Miller – Customer Service: Field Upgrades and Recalls
DATE: August 2011
SUBJECT: Recall Notice: **11V-xxx Fuel Tank Straps**



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.

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied.

DEFECT OR NONCOMPLIANCE INVOLVED

Pierce has determined that a defect exists which relates to motor vehicle safety in certain ArrowXT, Dash, Custom Contender, Lance, Enforcer, Pierce Arrow, Quantum, Saber & Commercial models.

Certain Pierce fire apparatus may be equipped with painted steel fuel tank straps. Some fire apparatus may be exposed to winter road salt and road de-icing chemicals. Over a period of time the fuel tank straps may corrode. The corrosion may weaken the fuel tank straps to the point where the strap(s) may fracture and allow the fuel tank to drop to the ground. If the tank were to fall on the roadway while the vehicle is in motion, the vehicle may stall and lose power. In addition other surrounding vehicles, trying to avoid the fire apparatus, may lose control. If either or both of these conditions were to take place, a potential crash could occur.

VEHICLES INVOLVED

The vehicles involved were built between January 2, 1995 and January 21, 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 on those vehicles with severely corroded fuel tank straps and built after August 1, 2001. The fuel tank strap repair on all other vehicles will be the responsibility of the vehicle owner.

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