



SAFETY RECALL NOTICE

TO: «CUST»
DATE: April 2013
SUBJECT: Recall Notice: **13V-062 TriMark Inner Door Handle**
Pierce job#: «Product__Number»
VIN: «VIN»

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

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.

Pierce Manufacturing expects the remedy for this defect will begin no earlier than May 10, 2013. The time required to perform the remedy should not exceed 2 hours once the work has begun. This remedy will be completed without charge to the vehicle owner.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We regret any inconvenience that this action may cause you. However, we are concerned about your safety. If you have questions regarding this matter, please contact your Pierce Dealer, or call Pierce Customer Service toll free at 888-974-3723.

If we fail or are unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to:

The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

If you have previously paid for repairs to address this specific condition, please mail a copy of the repair order, proof of payment and proof-of-ownership to the following address for reimbursement consideration:

Pierce Manufacturing Inc., Customer Service, 2600 American Drive, Appleton, WI 54912-2017

Include your name, address and telephone number(s) in your request.

Sincerely,

PIERCE MANUFACTURING INC.



Reimbursement Notification

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Pierce Manufacturing has a program for reimbursing costs related to this recall campaign for repairs made before this campaign was initiated.

If you paid for repairs to remedy this problem between June 6, 2006 and October 30, 2010, you may be eligible for reimbursement subject to these exclusions:

- The remedy, repair or replacement was already covered by the original or extended warranty.
- The remedy, repair or replacement did not address the problem covered by this recall
- The remedy, repair or replacement was not reasonably necessary to correct the defect.

The pre-notification remedy, repair or replacement need not be identical to the remedy provided by this recall campaign.

To obtain reimbursement consideration you must complete the enclosed Pre-Notification Reimbursement form and send it along with a copy of the repair receipt to:

Pre-Notification Reimbursement
Customer Service Department
Pierce Manufacturing
2600 American Drive
Appleton, WI 54912-2017