

TO: «DEALER»  
FROM: Don Chomic – Director, Product Safety  
Kevin Hanegraaf – Director, Aftermarket Support



DATE: February 2018  
SUBJECT: Recall Notice: **NHTSA 18V-050**  
**Pierce 74B287**  
**Hale Service Bulletin #SB-149 D**  
**Hale Products Pump Relief Valve Assembly**

## **VEHICLE SAFETY RECALL DEALER NOTIFICATION – IMPORTANT**

Pierce has decided that a defect which relates to motor vehicle safety exists in Arrow XT, Enforcer, Quantum, Saber, Velocity, and Commercial models built between 2013 and 2017. These vehicles may have been built with Hale relief valve assemblies, which may contain a defect that impacts vehicle safety.

Hale has determined certain pump relief valve assemblies may contain a retaining ring that may have been produced with an inferior grade of plated steel. If the retaining ring is exposed to water, it may corrode and deteriorate overtime, to a point that the relief valve may fail and prevent the pump from building adequate pressure to allow the delivery of water. This may increase the risk of injury.

### **VEHICLES INVOLVED**

The vehicles involved are certain fire apparatus Model Year 2013 – 2017 Arrow XT, Enforcer, Quantum, Saber, Velocity, and Commercial models. There is a total of 123 affected vehicles.

Involved vehicles have been identified by Pierce job numbers and are listed on [Pierceparts.com](http://Pierceparts.com). Owner name and address data will enable dealers to follow up with owners involved in this campaign after Pierce has issued the customer notifications. Pierce has identified these vehicles based on build orders.

Hale and Pierce anticipate that owners may keep their vehicle in-service until repairs are made.

### **DEALER RESPONSIBILITY**

It is the Pierce dealer's responsibility to support the customers on the defined list and to encourage the apparatus owner to schedule a service appointment with Hale to

replace the required components. Please make sure the customer is aware the remedy will be provided by Hale without charge.

Hale will be performing the repairs and working with the customers to make the arrangements to have the repairs completed. The repairs should take less than 2.5 hours. Pierce dealers are being asked to support this effort by providing assistance in directing our customers to the closest authorized Hale repair facility. We are including Hale's service bulletin information with this dealer notice for your convenience. It provides contact information at Hale.

It is a violation of Federal law for a dealer to deliver a new vehicle covered by this recall notice under a sale or lease until the defect has been remedied.

Thank you for your support and understanding. If you have any questions, please feel free to contact myself at 920-832-3342, or Kevin Hanegraaf at 920-832-3235.

Sincerely,

A handwritten signature in black ink, appearing to read "Don Chomic".

Don Chomic

Director, Product Safety