

PIERCE MANUFACTURING INC.

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Date: February 15, 2019
To: Pierce Aftermarket & Product Support Team Members
From: David Harrison
Distribution: Pierce Dealer Network & Product Support Staff
RE: NHTSA Campaign # 19V02 / Pierce Campaign # 74B295
Unintended Aerial Movement / Talking Points

Purpose: The following Frequent Asked Questions (FAQ) document should be used to answer questions & concerns regarding the referenced NHTSA campaign with dealers or end-customers.

Frequently Asked Questions (FAQ):

Q: Can Pierce provide more insight into the nature of the concern that created this campaign activity?

A: Pierce discovered the concern of unintended aerial movement (a.k.a. "the concern") on 3 of 886 non-Ascendant platform aerial devices built between 2004 to 2018. Through various testing procedures & methods, Pierce was able to replicate the concern under the following conditions:

- A CommandZone™ II module was removed from the aerial device & placed in a cold chamber at temperatures below -40° F. The concern was duplicated on a test stand repeatedly.
- Lower temperatures in the testing chamber correlated to higher frequency of the concern.
- As power ran through the module, the circuit board generated heat and got warmer, correlating to a lower frequency of the concern.
- The concern only occurred when completing an extend function of the aerial. The concern always manifests as a rotation of the aerial device to the right.
- In cases where the aerial device experienced unintended movement, the operator was able to activate the e-stop function successfully, ceasing movement of the device. After approximately 30 seconds, the e-stop can be turned-off and the aerial will resume normal functionality.

Q: How many Pierce aerial units are affected by this campaign action?

A: 886 non-Ascendant platform aerial devices, regardless of chassis, built between 2004 & 2018 are affected by this campaign action.

Q: Why is Pierce performing a software update versus replacement of the module in question?

A: Pierce created a new version of the software that operates the existing module. The software was testing at both high & low temperatures, and the concern did not occur.

Q: Should our department take the affected aerial(s) out-of-service?

A: Customers should use their discretion when determining whether a vehicle should remain in-service. However, the following facts should be considered:

- Three (3) occurrences on 886 non-Ascendants platform aerials built between 2004 & 2018.
- Ability for operators to successfully activate the e-stop function to cease movement of the aerial. After 30 seconds, the e-stop can be turned-off and the aerial will resume normal functionality.

Q: If we experience an accident while operating the aerial device, will Pierce stand behind its product?

A: Any unintended movement or accident while operating the vehicle should be reported to the local Pierce dealer. Pierce has an established process to document & record unintended movement or accidents, in partnership with the local dealer network. This process enables all parties to properly investigate the root cause of such events, ensuring affected vehicles are properly repaired & placed back in-service.

Proper set-up and operation of the aerial device is critical. Ensure operators are properly trained & educated on the proper methods & techniques to operate any aerial device.

Q: How quickly can my local dealer perform this action?

A: We will respond quickly. Software required to update existing CommandZone™ II controllers has been provided to the dealer network at no-charge. The Pierce dealer network also possesses the proper hardware & cable connectors to perform the software update. Pierce estimates the software update to take no more than one (1) hour to complete. The software update can be done on-site (your local department or fire station) or local Pierce dealership service center.

Q: Can we perform this campaign without a Pierce dealer?

A: No. The campaign requires the CommandZone™ II controller to be re-programmed with a new version of software by a certified Pierce Master Technician. The local Pierce dealer owns & maintains the necessary special tools (computer, software, cable connectors) & technical training to perform this campaign. These special tools & technical certifications are not available for purchase through the Pierce dealer network.

Q: Will we have to pay for this campaign action?

A: No. The local Pierce dealer will perform this update at no-charge to the customer.

Q: We have replaced CommandZone™ II controllers in the past. Are they eligible for reimbursement under this campaign action?

A: Yes. Provide the local Pierce dealer a copy of the original repair invoice, showing the owner's name & address, vehicle identification number (VIN), Pierce job number, and complaint/cause/correction details for repairs made prior to this campaign. A Pierce representative will review the documents with the local Pierce dealer to determine eligibility for warranty reimbursement under this campaign action.

Q: How can we locate our local Pierce dealer?

A: Visit our website at www.piercemfg.com or call +1 (888)-974-3723 we can assist you via phone.