



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

October 5, 2020

Mr. Scott Goeb
Product Safety Manager
Pierce Manufacturing
2600 American Dr
Appleton, WI 54912

NEF-150MR
20V-571

Subject: Aerial Device May Move Unexpectedly

Dear Mr. Goeb:

This letter serves to acknowledge Pierce Manufacturing's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

PIERCE/ARROW XT/2018-2020
PIERCE/DASH/2018-2020
PIERCE/ENFORCER/2018-2020
PIERCE/IMPEL/2018-2020
PIERCE/QUANTUM/2018-2020
PIERCE/VELOCITY/2018-2020

Mfr's Report Date: September 22, 2020

NHTSA Campaign Number: 20V-571

Components:

EQUIPMENT

Potential Number of Units Affected: 405

Problem Description:

Pierce Manufacturing (Pierce) is recalling certain 2018-2020 Arrow XT, Dash, Enforcer, Impel, Quantum, and Velocity vehicles. Due to a problem with the joystick controller, the vehicle's aerial device may move without operator input.

Consequence:

Unintended movement of the aerial device can increase the risk of injury.

Remedy:

Pierce will notify owners, and dealers will replace the potentially affected joysticks, free of charge. The recall is expected to begin in October 2020. Owners may contact Pierce customer service at 1-888-974-3723.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:

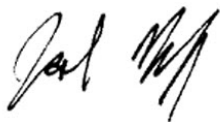
You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Michelle Rice who may be reached by phone at (202) 366-1060, or by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement