



October 2020

IMPORTANT SAFETY RECALL

NHTSA Recall #20V571

Pierce Recall #74B305

Dear Pierce Vehicle Owner:

Ref: 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 has determined that a defect which relates to motor vehicle safety exists in certain Arrow XT, Dash, Enforcer, Impel, Quantum and Velocity model vehicles built with an aerial device, manufactured between April 2018 and June 2020. A third party supplied joystick controller may fail presenting a safety risk. During operation, while an operator is at the controls in the basket or manual override controls, the vehicle aerial device may function without operator input which can be immediately halted by activating the Emergency Stop function.

! I M P O R T A N T !

- Your Pierce Vehicle is being recalled.
- You should contact your Pierce dealership service representative to schedule an appointment for the remedy.
- This service will be performed for you at **no charge**.

**Why is a recall
being conducted?**

A third party supplied joystick controller may fail. During operation while tended by an operator, the vehicle aerial device may function without operator input which can be immediately halted by activating the Emergency Stop function.

What are we doing about the problem?

- Pierce will replace the affected joystick controllers of the aerial device at a Pierce authorized repair facility or in the field by a Pierce authorized representative.
- The repair will be made at no cost to the customer.
- This repair should take no longer than two hours to complete.

What should you do?

- Customers can continue to keep their vehicles in-service until the repair is completed. Operators can use the Emergency Stop function should the aerial device begin to function without operator input.
- To coordinate your repair, contact your Pierce dealership service representative.
- If you have any questions or require further assistance, contact Pierce at 1-888-Y-PIERCE (1-888-974-3723).

What if you no longer own this vehicle?

If you no longer own this vehicle, please contact Pierce at 1-888-Y-PIERCE (1-888-974-3723) to assist us in updating our records.

Who should you contact if you have further questions or concerns?

If you have further questions, please contact Pierce at 1-888-Y-PIERCE (1-888-974-3723) to allow us to assist you.

If you have already paid to have your vehicle corrected for this condition, you may be eligible for reimbursement of the charges you paid for the repair. To learn more about what you need to do to obtain reimbursement, contact our service group at 1-888-Y-PIERCE (1-888-974-3723) and indicate you have a service and technical question.

If your dealer fails or is 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>.

We apologize for any inconvenience this safety recall may cause, but your safety is our first concern.

Sincerely,

PIERCE MANUFACTURING INC.