

TO: Pierce Dealer Network
FROM: Todd Miorin – Senior Director - Product Safety & Reliability
Kristina Spang – Vice President, Aftermarket



DATE: September 2022
SUBJECT: Recall Notice: **NHTSA 22V590 / Pierce 74B321**

VEHICLE SAFETY RECALL DEALER NOTIFICATION – IMPORTANT

Pierce has determined that a defect which relates to motor vehicle safety exists in certain Velocity, Impel, Enforcer, Arrow XT, Quantum, and Dash CF Models manufactured between August 2021 and July 2022. A third party supplied steering gear was assembled with fewer than the required number of recirculating balls. This condition could result in concentrated loads being applied which can lead to a fracture in the steering gear worm-shaft resulting in the loss of vehicle steering. Loss of vehicle steering may increase the risk of a vehicular crash.

VEHICLES INVOLVED

The vehicles involved are Velocity, Impel, Enforcer, Arrow XT, Quantum, and Dash CF models manufactured between August 2021 and July 2022. There is a total of 529 affected vehicles in the field.

Involved vehicles have been identified by Pierce job numbers and are listed on 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.

Customers can continue to keep their vehicles in service until the repair is completed.

DEALER RESPONSIBILITY

All repairs will be carried out by an authorized Pierce service representative. However, 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 to first identify the steering gear serial number and classify it as "good", "suspect" or "not found". If a steering gear is classified as "suspect" a second service appointment will need scheduled for the steering gear to be replaced. Please make sure the customer is aware the remedy will be provided by Pierce without charge.

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 920.502.3139, or Kristina Spang at 920.832.4484.

Sincerely,

Todd Miorin

Senior Director - Product Safety & Reliability