



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

1200 New Jersey Avenue SE  
Washington, DC 20590

February 24, 2023

Mr. Todd Miorin  
Senior Director - Product Safety  
Pierce Manufacturing  
1917 Four Wheel Drive  
Oshkosh, WI 54902

NEF-107MR  
23V-096

**Subject:** Aerial Ladder Basket Handrail May Detach

Dear Mr. Miorin:

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/2018-2023  
PIERCE/ENFORCER/2018-2023  
PIERCE/IMPEL/2018-2023  
PIERCE/VELOCITY/2018-2023

**Mfr's Report Date:** February 17, 2023

**NHTSA Campaign Number:** 23V-096

**Components:**

EQUIPMENT:MECHANICAL:BOOM/CRANE/LADDER

**Potential Number of Units Affected:** 64

**Problem Description:**

Pierce Manufacturing (Pierce) is recalling certain 2018-2023 Velocity, Impel, Enforcer, and Arrow XT 110-foot aerial trucks. When the aerial platform is extended to its maximum angle, the platform mounting bracket may interfere with the basket handrail hinge peg and cause the handrail to detach from the basket.

**Consequence:**

A basket handrail that unexpectedly detaches from the basket may increase the risk of injury to first responders using the handrail or to individuals on the ground near the vehicle.

**Remedy:**

Dealers will install new basket handrail hinge pegs, free of charge. Owner notification letters are expected to be mailed April 10, 2023. Owners may contact Pierce customer service at 1-888-974-3723. Pierce's number for this recall is 74B326.

**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.nhtsa.gov](http://www.nhtsa.gov).



Please ensure the following requirements are met:

Your company's program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of your company's notification of owners, purchasers and dealers, in accordance with § 573.13. Your company's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by § 573.13 that is not in a general reimbursement plan shall be submitted in your company's report to NHTSA. If your company submits one or more general reimbursement plans, your company shall update each plan every two years (§ 573.13). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the remedy section of your filing.

**AMENDED 573 REQUIRED.**

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 eight 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.

Pierce Manufacturing's contact for this recall will be Michelle Rice who may be reached by email at [michelle.rice@dot.gov](mailto:michelle.rice@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement