

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



DATE: December 2023  
SUBJECT: Recall Notice: **NHTSA 23V823 / Pierce 74B330**

## **VEHICLE SAFETY RECALL DEALER NOTIFICATION – IMPORTANT**

Pierce has determined that a defect which relates to motor vehicle safety exists in certain 100' Mid-Mount Tower Trucks on 2019 – 2023 Arrow XT, Enforcer & Velocity chassis manufactured between May 7, 2019 and October 31, 2023. Due to an assembly issue, moisture may enter an electrical connector on the aerial turntable wiring harness and, over time, corrode the pins within the connector. If this occurs, the electrical signal which controls the platform basket leveling feature may be disrupted. Should this electrical disruption exist, and the raise or lower function of the aerial is activated, the platform basket may rotate past its horizontal (level) condition after the raise or lower function of the aerial is returned to its neutral state. If the platform basket rotates past its horizontal (level) condition, the risk of injury to platform occupants may be increased.

### **VEHICLES INVOLVED**

The vehicles involved are 100' Mid Mount Tower Trucks on Arrow XT, Enforcer & Velocity chassis manufactured between May 7, 2019 and October 31, 2023. There is a total of 314 affected vehicles in the field.

Involved vehicles have been identified by Pierce job numbers and are listed on [Pierceparts.com](http://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.

After completing an inspection of the affected electrical connector, customers can continue to keep their vehicles in service if the inspection is passed.

### **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 replace the affected electrical connector with a new wiring harness. 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 920.832.3683.

Sincerely,

A handwritten signature in blue ink that reads "Todd C. Miorin".

Todd C. Miorin

Sr. Director - Product Safety & Reliability