



March 2023

IMPORTANT SAFETY RECALL

NHTSA Recall #23V096

Pierce Recall #74B326

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 Velocity, Impel, Enforcer and Arrow XT 110' Aerial Trucks, manufactured between August 14, 2018 and January 25, 2023. When one of these trucks has its 110 Foot aerial ladder elevated to its maximum angle (77 degrees), there is a lack of clearance between the basket handrail hinge peg and the platform mounting bracket to which it is secured. This lack of clearance could allow the basket handrail hinge peg to contact the bracket, which over time and with repeated contact can increase the risk of a fracture of the handrail hinge peg and leading to the basket handrail to become unsecured. This may increase the risk of injury to persons on the platform or those on the ground in the vicinity of the platform.

! 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?

- At high elevations of the aerial platform, the basket handrail hinge peg may contact the platform mounting bracket. Should contact occur, pressure is applied to the hinge peg which over time can increase the risk of a fracture of the hinge peg. Should the handrail hinge peg fail, the handrail is no longer secured to the platform and could detach, creating an increased risk of injury to persons on the platform or in the vicinity of the platform.

What are we doing about the problem?

- Pierce will replace the recalled basket handrail hinge peg with a new designed hinge peg that will provide for sufficient clearance. An authorized Pierce dealer will perform the repair.

- The repair will be made at no cost to the customer.
- This repair should take no longer than one hour to complete.

- What should you do?**
- Customers can continue to keep their vehicles in-service until the repair is completed.
 - 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.