



December 2023

IMPORTANT SAFETY RECALL

NHTSA Recall #23V823

Pierce Recall #74B330

Dear Pierce Vehicle Owner:

Ref: Pierce Job# << Product Number>>

This notice applies to your vehicle, VIN: <<VIN>>

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Pierce has decided 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.

! 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?

Due to an assembly issue, moisture may enter an electrical connection on the aerial turntable wiring harness on certain 100' Mid Mount Tower Trucks. The presence of moisture may, over time, corrode the connector pins, which could disrupt the electrical signal controlling the platform basket leveling feature. 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.

What are we doing about the problem?

- Pierce will replace the existing affected electrical connector with one which is permanently crimped and sealed. This repair will be completed 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?**
- Inspect the affected electrical connector for the presence of corrosion. If no corrosion is observed, the vehicle can remain in service. If corrosion is observed, the vehicle can remain in service, however, its aerial device and platform basket should not be utilized.
 - 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. Federal law requires that you forward a copy of this safety recall notice to the lessee within 10 days.

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.