

2600 AMERICAN DRIVE
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To: Pierce Dealer Principals & Service Network
Date: March 16, 2023
Re: Campaign 74B326 – Ascendant 110' Platform Handrail Hinge Peg (NHTSA Recall 23V096)

Dear Pierce Dealer Principals & Service Network,

Pierce has issued a safety campaign on the Ascendant 110' platform for the hinge peg on the basket handrails. When elevated to its maximum angle (77 degrees), there is a lack of clearance between the handrail hinge peg and the platform mounting bracket. Over time this hinge peg may fail causing the handrail to become unsecured.

The customer notifications will begin mailing within the next week. Replacement parts are expected to be available mid-April.

Execution Details:

- Dealers will place a standard parts order for two (2) each of part number 4306019 per unit.
- Dealers will replace the existing hinge peg on each of the basket handrails with the new part
- Dealer will submit campaign claim to Pierce.
- And RMA for the old hinge pegs will be issued with the claim submission and return of the parts is required.

Reimbursement:

- Labor - One (1.0) hour to replace the two hinge pegs
- Material - Cost of the brackets; including freight.
- Travel reimbursement will follow the established travel reimbursement policy:
 - One (1) \$70 travel fee per vehicle.
 - 150 miles travel will be paid per vehicle

A list of vehicles and official NHTSA notification is included with this communication.

Please review all aspects of this communication carefully. If you have any questions or concerns about these product update actions, contact Pierce Aftermarket & Product Support at +1 (888) 974-3723.

Jim Carney

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