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To: Pierce Dealer Principals & Service Network
Date: April 16, 2026
Re: Campaign 74B344 – Aerial Stabilizer Software Update (NHTSA Recall 26V217)

Dear Pierce Dealer Principals & Service Network,

Pierce has issued a safety recall affecting certain Arrow XT, Enforcer, Impel, and Velocity single rear axle 107' heavy duty steel ladder and 110' heavy duty steel platform trucks. Under certain uphill operating conditions, a manual adjustment after auto-leveling may allow the rear stabilizer to lose contact with the ground while the system continues to indicate a firm-on-ground condition.

To address this condition, Pierce will be releasing a Command Zone® software update designed to ensure proper system indication and operation. The updated software is anticipated to be available by the end of May 2026.

Execution Details:

- Pierce will provide the software to dealers at no charge once available.
- Once the software is available, dealers will open a technical incident for each affected unit requesting the software update.
- **Please do not request the software until Pierce provides the follow-up communication that it is available.**
- **NOTE: DO NOT PLACE AN ORDER FOR THE SOFTWARE.**
- Dealers will coordinate scheduling directly with customers to install the software update
- Upon completion, dealers must submit the campaign claim for reimbursement.

Reimbursement:

- Two (2) hours labor to install the update and test operation.
- **Travel reimbursement** will follow the established travel reimbursement policy:
 - One (1) \$70 travel fee per vehicle
 - Up to 150 miles reimbursed per vehicle

A list of vehicles, official NHTSA notification, and a copy of the customer notification accompany 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.

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