| | | | |
|---|---|---|---|
| **Title:** | **Ball Joint Boot Material Change** | | |
| **Number:** | **PB_799** | **Release Date:** | **09/15/2026** |
| **Revision Number:** | **Not Applicable** | **Revision Date:** | **Not Applicable** |
| **Chassis Type:** | **All** | | |
| **Component Description:** | **SEALED BALL JOINT KIT (PN 2742031)** | | |

This is a Parts Bulletin. The upgrades outlined in this bulletin are optional. Parts and labor associated with these upgrades are not covered under warranty. Parts associated with this product upgrade are available for purchase through the dealer network.

## Purpose

Pierce is communicating a material change to the ball joint boots used in applicable service kit PN 2742031. This bulletin is intended to help Dealer Parts and Service teams understand the reason for the change and how to identify the new ball joint.

## What Is Changing?

The ball joint boot material changed from Polyurethane to Viton and was driven by dealer feedback.
The new Viton material was selected to provide improved resistance to heat and increased durability in warmer, higher-temperature operating environments. The primary differences between the previous and new boots are:

- Material: Polyurethane → Viton
- Appearance/Color: Black → Grey
- Cost: The Viton material results in a change in component cost however we have maintained sale price.

There are no changes to the associated hardware or installation/service procedure. There is also no issue with installation of a ball joint with polyurethane material and a ball joint with Viton material.

Cold-Weather Considerations:
Viton has different material characteristics than polyurethane and may become stiffer at lower temperatures. Customers operating in colder climates may notice increased boot stiffness when the vehicle has been exposed to low temperatures.

Existing Polyurethane Boots:
Existing polyurethane boots that are intact and performing properly do not require proactive replacement solely because of this material change. When replacement is required, the current service kit should be used.

Service & Maintenance:
The installation and service procedure for the ball joint boot remains unchanged.
Technicians should continue to inspect ball joint boots during normal vehicle maintenance for signs of:

- Cracking or tearing
- Physical damage
- Loss of sealing integrity
- Evidence of contamination entering the joint
- Other abnormal deterioration

## Q&A

**What changed?**
The ball joint boot material changed from black polyurethane to grey Viton. Viton provides improved heat resistance and durability, particularly in warmer climates. Hardware and installation/service procedures remain unchanged.

**Are ball joints with the black polyurethane boot still acceptable?**
Yes, they remain acceptable for use if the boot is intact and undamaged. This change does not indicate that existing polyurethane boots are defective or require proactive replacement.

**Do all ball joint boots on a truck need to match?**
No. Polyurethane and Viton boot ball joints may be used on the same vehicle. There is no need to replace a properly functioning ball joint simply to match the new material.

**What if ball joint kit PN 2742031 contains either boot style?**
During the transition, kits may contain either the black polyurethane or grey Viton boot. Both are acceptable for installation. Existing kits with polyurethane boots should remain in inventory and be used as normal.

**Can I return a kit because it contains the black polyurethane boot?**
No, the polyurethane boot remains an acceptable service part, so its presence alone is not a reason for return. Standard Pierce return policies continue to apply.

**Can the ball joint be ordered separately?**
No, the ball joint must be ordered as kit PN 2742031. The complete kit includes the associated replacement hardware recommended for service.

**Why didn't the kit part number change?**
The application, function, hardware, and service procedure remain unchanged. The Viton boot replaces the polyurethane boot within the existing PN 2742031 service kit.

**Do existing polyurethane ball joints need to be replaced?**
No, continue normal inspection and maintenance. Replacement is only necessary when service is required.

For questions regarding this change or unusual field conditions, please contact Pierce Technical Support www.pierceparts.com.