



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

January 21, 2021

Mr. Scott Goeb
Product Safety Manager
Pierce Manufacturing
2600 American Dr
Appleton, WI 54912

NEF-150MR
21V-006

Subject: Wireless Controller Sleep Mode Disabled

Dear Mr. Goeb:

This letter serves to acknowledge Pierce Manufacturing's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

PIERCE/ARROW XT/2020
PIERCE/ENFORCER/2020
PIERCE/IMPEL/2020

Mfr's Report Date: January 13, 2021

NHTSA Campaign Number: 21V-006

Components:

EQUIPMENT

Potential Number of Units Affected: 3

Problem Description:

Pierce Manufacturing (Pierce) is recalling 2020 Arrow XT, Impel, and Enforcer vehicles equipped with battery-powered 3600 wireless remote controller units used to control the movement of electric firefighting monitors in firefighting vehicles. The monitor is used to direct the water stream and adjust the spray pattern. The wireless remote controller's sleep mode is disabled, and results in the batteries discharging faster than normal.

Consequence:

Inability to use the wireless remote controller may hinder the firefighting efforts, increasing the risk of injury.

Remedy:

Pierce will notify owners, and dealers will return the affected controllers to Akron Brass for a software update, free of charge. The recall is expected to begin February 1, 2021. Owners may contact Pierce customer service at 1-888-974-3723.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

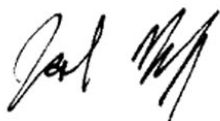
Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Michelle Rice who may be reached by phone at (202) 366-1060, or by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement