

**JERR-DAN CORPORATION**

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13224 FOUNTAINHEAD PLAZA  
HAGERSTOWN, MD 21742  
1-800-926-9666  
www.jerr-dan.com

# ***SAFETY RECALL NOTICE***

**Attention:** Jerr-Dan Dealer  
**Subject:** Rework to Control Levers at Left Hand Control Station  
**Models Affected:** Heavy Duty Rotator, HDR 1000  
**Date:** August 31, 2016  
**Reference Number:** 16V-504

**Purpose:**

Jerr-Dan Corporation has decided that a defect, which relates to motor vehicle safety, exists in certain model year 2014-2016 Heavy Duty Rotator vehicles manufactured April 17, 2014 through April 5, 2016. The defect could exist in the left hand control station assembly. Jerr-Dan has determined that when operating the wrecker functions from the remote control, the left hand vehicle mounted control(s) may remain engaged and continue activating the last selected wrecker function. This Recall must be completed on all affected units.

**Required Action:**

1. Owners of the affected Heavy Duty Rotators, manufactured April 17, 2014 through April 5, 2016, have received a Safety Recall Notice, NHTSA Campaign Number – 16V-504 (example enclosed). Owners of the affected trucks have been instructed to contact their local Jerr-Dan dealer to have this Recall performed.
2. Attached is a copy of the master serial number list of the affected Heavy Duty Rotators. Please verify the serial number is listed, prior to performing any updates. Once the serial number has been verified as an affected Heavy Duty Rotator, please schedule with the owner of the truck, an agreed upon time for completion of the update.
3. Upon receipt of this notice, rework of the left hand control station's control levers is required as per the enclosed Left Hand Control Lever Rework Procedure. The time to complete the Procedure may vary due to a number of factors. However, the estimated time for the Left Hand Control Lever Rework Procedure is approximately one (1) hour under normal circumstances.
4. Promptly notify Jerr-Dan of the completion of this Bulletin by sending the enclosed Campaign Completion Form to Jerr-Dan in accordance with the instructions on the form.

5. Please be reminded that it is a violation of Federal law for you to sell or lease an affected Heavy Duty Rotator covered by this notification until this recall has been performed on the Heavy Duty Rotator. Substantial civil penalties apply to violations of this law.

**Reimbursement of Costs:**

To receive reimbursement, the entity must file a warranty claim through the standard warranty process. When filing this claim, please reference "Notice # **16V-504**" so that proper credit may be issued.

Once Jerr-Dan is notified of the completion of the Left Hand Control Lever Rework Procedure, the responsible account will be reimbursed up to one (1) hour of labor.

**Contacts:**

If you have any questions or need further information, please contact the Product Safety and Reliability Department by email ([productsafety@jerrdan.com](mailto:productsafety@jerrdan.com)) or telephone (800-926-9666).

**Enclosures:**

*Left Hand Control Lever Rework Procedure*

*Master Serial Number List*

*Example – Safety Recall Notice (Product Owner Notification)*

*Owner Update Form*

*Campaign Completion Form*

**PROCEDURE:**            **Left Hand Control Lever Rework Procedure**  
**MODELS:**                **Heavy Duty Rotator, HDR 1000**

**Tools and Equipment Required:**

- Standard mechanic tools
- Shop towels

**Personnel Required:**

- Qualified equipment mechanic

**Parts/Material Required:**

- Push on Retaining Ring #7754000009. To obtain the retaining ring(s) to complete this procedure, email [productsafety@jerrdan.com](mailto:productsafety@jerrdan.com) the quantity required, along with a contact name, company name, and mailing address.

***CAUTION:            USE ALL APPLICABLE SAFETY PRECAUTIONS WHILE WORKING ON,  
                              UNDER OR AROUND ANY MACHINERY.***

**Procedure:**

1. Position truck on a firm and level surface.
2. Properly chock the wheels of the truck and ensure that the engine has been shut off.
3. Tag the truck "Out of Service" to prevent further use during the course of this procedure.

**Reference Attached Illustrations # 1 and # 2**

4. Access the left hand control station.
5. Remove the hardware that attaches the control panel cover. Retain the hardware.
6. Remove the push on retaining ring on the right side of the control lever, and slide the control lever connecting rod to the left.
7. Remove the washers that are used as spacers between the control levers and discard.
8. Reinsert the control lever connecting rod into the control levers that were removed in step # 6.
9. Install a new push on retaining ring on the right side of the connecting rod, removed in step # 6.
10. Use the hardware and reinstall the control panel cover that was removed in step # 5. Properly tighten the hardware.
11. Reassemble the unit and prepare for operation.
12. Operate the left hand control manually and via the remote. Ensure that all wrecker functions return to the neutral/off position when released.

13. The unit may be returned to service once proper operation is confirmed.

Should any further discrepancies be discovered during the completion of this procedure, contact Jerr-Dan immediately for further evaluation.

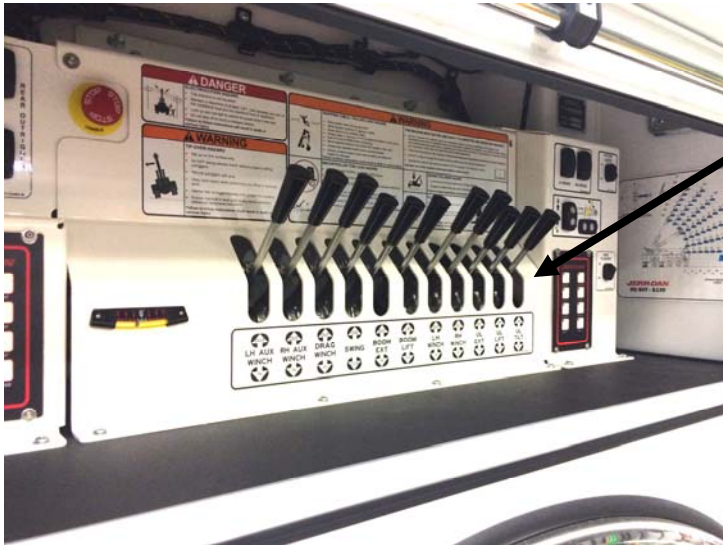


Illustration #1

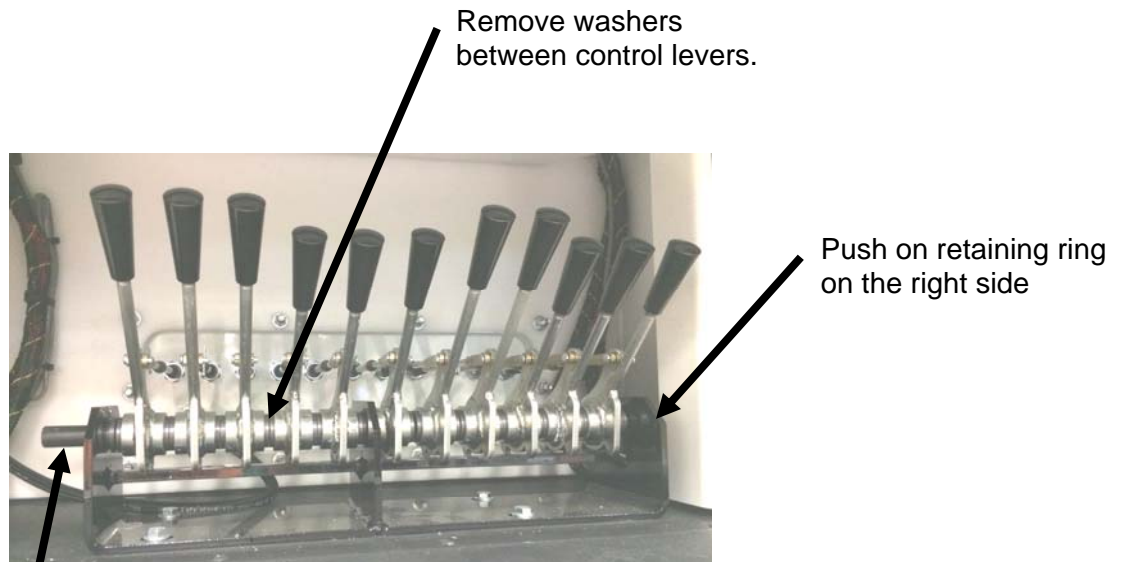


Illustration # 2

Control lever connecting rod

**Safety Recall Notice #16V-504**  
**Master Serial Number Listing**

**Model HDR 1000**

0230002027  
0230002112  
0230002229  
0230002321  
0230002362  
0230002363  
0230002364  
0230002544  
0230002635  
0230002636  
0230002680  
0230002841  
0230002887  
0230002948  
0230002981  
0230003012  
0230003058  
0230003109  
0230003141  
0230003238  
0230003318  
0230003365  
0230003434  
0230003673

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# ***SAFETY RECALL NOTICE***

**Attn: Product Owner**

**Date: August 31, 2016**  
**Reference Number: 16V-504**

**Re: Heavy Duty Rotator, HDR 1000**

**Subject: Rework to Control Levers at Left Hand Control Station**

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

### **REASON FOR THIS RECALL**

Jerr-Dan Corporation has decided that a defect, which relates to motor vehicle safety, exists in certain model year 2014-2016 Heavy Duty Rotator vehicles manufactured April 17, 2014 through April 5, 2016. The defect could exist in the left hand control station assembly. Jerr-Dan has determined that when operating the wrecker functions from the remote control, the left hand vehicle mounted control(s) may remain engaged and continue activating the last selected wrecker function. This Recall must be completed on all affected units.

### **WHAT SHOULD YOU DO?**

Please contact your Jerr-Dan Dealer as soon as possible to arrange a service date. Instructions for making this correction have been sent to your dealer. The labor time necessary to perform this service correction is approximately one (1) hour. However, you should contact your dealer for information on the amount of time that will be needed to schedule and process your vehicle.

Your Jerr-Dan dealer is best equipped to provide service to ensure that this condition is corrected as promptly as possible on your vehicle. If, however, you take your vehicle to your dealer on the agreed service date, and they do not remedy this condition on that date or within three (3) days, we recommend you contact the Jerr-Dan Product Safety and Reliability Department by:

Email: [productsafety@jerrdan.com](mailto:productsafety@jerrdan.com)

Telephone: 1-800-926-9666

After contacting your dealer and Jerr-Dan Product Safety and Reliability Department, if you are still not able to have the safety defect remedied without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590 or call 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information please contact Jerr-Dan at:

Email: [productsafety@jerrdan.com](mailto:productsafety@jerrdan.com)

Telephone: 1-800-926-9666

**Owner Verification:**

An Individual Serial Number List is enclosed, indicating Heavy Duty Rotators that you own according to Jerr-Dan records. Please review and verify your ownership of the units on the enclosed Individual Serial Number List. If the information specified on the Individual Serial Number List is incorrect, immediately complete the enclosed Owner Update Form for each incorrect unit and send the updated information to Jerr-Dan in accordance with the instructions on the form. Jerr-Dan will then contact the new owner of the wrecker.

Federal law requires any lessor who receives a notification of a determination of a safety-related defect or noncompliance pertaining to any leased motor vehicle shall send the notice to the lessee within 10 days.

We are sorry for any inconvenience. However, we have taken this action in the interest of your safety and continued satisfaction with our products.

Jerr-Dan Corporation  
Product Safety and Reliability Dept.

**Enclosures:**

*Owner Update Form*

*Individual Serial Number List*



**Product Owner Update Form**

- Complete ALL Sections of this form and mail or fax to the appropriate location specified below.
- It is very important to keep Jerr-Dan updated with current product ownership information. By registering the products you own, you can ensure that Jerr-Dan will be better prepared to serve you and provide support.
- DO NOT include Lessees/Renters of Leased/Rented Products on this form.
- To report a *Scrapped, Stolen, Missing, or Recovered product*, use the "Jerr-Dan Product Status Verification Form No. PSR015-JDC."

**Product Information**

Make: \_\_\_\_\_ Model: \_\_\_\_\_

Serial Number or VIN/PIN:

Make: \_\_\_\_\_ Model: \_\_\_\_\_

Serial Number or VIN/PIN:

Make: \_\_\_\_\_ Model: \_\_\_\_\_

Serial Number or VIN/PIN:

Make: \_\_\_\_\_ Model: \_\_\_\_\_

Serial Number or VIN/PIN:

**Contact Information**

Company Name:

Street Address:

Address1:

City: \_\_\_\_\_ State/Province: \_\_\_\_\_ Zip/Postal Code: \_\_\_\_\_ Country: \_\_\_\_\_

Telephone: \_\_\_\_\_ Facsimile: \_\_\_\_\_ E-Mail Address: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**\*Product Owner Information**  (Same as Contact)

Company Name:

Street Address:

Address1:

City: \_\_\_\_\_ State/Province: \_\_\_\_\_ Zip/Postal Code: \_\_\_\_\_ Country: \_\_\_\_\_

Telephone: \_\_\_\_\_ Facsimile: \_\_\_\_\_ E-Mail/Website Address: \_\_\_\_\_

**Mail or Fax Completed Form to:**

**Jerr-Dan Corporation  
Product Safety & Reliability Department  
13224 Fountainhead Plaza  
Hagerstown, MD 21742**

**Facsimile: 301/745-3713  
Email: productsafety@jerr-dan.com**



Product Safety & Reliability Department  
13224 Fountainhead Plaza  
Hagerstown, MD 21742  
Telephone: (800) 926-9666  
Facsimile: (301) 745-3713  
E-Mail Address: ProductSafety@Jerr-Dan.com

<b>Campaign Completion Form</b>	➤ Complete <u>ALL</u> Sections of this form and mail or fax to the location specified above.
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<b>Product Information</b>		
Make: _____	Model: _____	Hour Meter Reading: _____
Serial Number or VIN/PIN: _____		

<b>Completion Information</b>	
Bulletin Number: _____	Completion Date: _____

<b>Completed By Contact Information</b>			
Company Name: _____			
Street Address: _____		Address1: _____	
City: _____	State/Province: _____	Zip/Postal Code: _____	Country: _____
Telephone: _____	Facsimile: _____	E-Mail Address: _____	
Contact Name: _____	Signature: _____	Date: _____	

\* ***If you would like to update the current ownership information that we have on file for the above referenced unit, please complete and return an Owner Update Form (PSR008-JDC).***