

**JERR - DAN CORPORATION**

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

# *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: \_\_\_\_\_

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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**