

Part 573 Safety Recall Report

21V-518

Manufacturer Name : Maintainer Corporation of Iowa, Inc.

Submission Date : JUL 30, 2021

NHTSA Recall No. : 21V-518

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : Maintainer Corporation of Iowa, Inc.

Address : 1701 2nd Ave.
Sheldon IA 51201

Company phone : 712-324-8125

Population :

Number of potentially involved : 7

Estimated percentage with defect : 100 %

Vehicle Alterer Information :

Vehicle 1 : 2019-2020 Maintainer Service/Mechanics Bodies mounted on International MV607

Descriptive Information : The voluntary recalled vehicles are Maintainer Spec UFM-5. Each one of these Maintainer manufactured Service Bodies contains a customer supplied 3rd party crane. This customer specific combination of Maintainer Spec UFM-5 service body and customer supplied 3rd party crane was searched within our database identifying 7 units that were produced within the specified date range.

Production Dates : NOV 27, 2019 - OCT 26, 2020

Description of Defect :

Description of the Defect : The units involved in this voluntary recall are equipped with customer supplied 3rd party cranes that were installed by Maintainer on Maintainer manufactured service bodies. The cranes were installed and bolted to the service body with four mounting bolts supplied with the crane. The crane mount bolts supplied with the crane were not long enough to provide recommended thread engagement through the Maintainer designed crane mount plate and into the bottom of the threaded 3rd party crane base. This is due to the thickness of the Maintainer designed crane plate. As a result, there is an increased possibility that the bolts with insufficient thread engagement may pull loose from the base of the 3rd party crane. Although no occurrences of this situation have been reported.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The increased possibility that the attachment hardware may pull loose from the base of the 3rd party crane could result in the crane becoming detached from the body during operation. This could result in bodily injury or death and damage to property.

Description of the Cause : Maintainer did not verify during the design or installation process if the

**Identification of Any Warning
that can Occur :**

customer supplied 3rd party crane bolts would be long enough to provide sufficient amount of thread engagement when mounted to the Maintainer designed 1.5" thick crane mount plate.

In this case there would be an audible sound of the bolts disengaging from the threaded base of the crane. If all four mounting bolts were to disengage simultaneously it would be catastrophic and there would be little to no warning.

Involved Components :

Component Name : Palfinger supplied PSC4389 Crane mount bolts

Component Description : 1.25" - 12UNF mounting bolts per Palfinger literature

Component Part Number : Unknown

Supplier Identification :**Component Manufacturer**

Name : Omaha Standard Palfinger

Address : 3501 S. 11th Street

Council Bluff Iowa 51501-0876

Country : United States

Chronology :

During installation of the customer supplied 3rd party crane on Maintainer Spec UFM-5 bodies that are currently in production it was observed that thread engagement into the 3rd party crane base was .75" and the question was raised on 7/02/21 if this was sufficient thread engagement. Maintainers Engineering group, through research of standard Engineering practices, determined that thread engagement into the bottom of the crane base needs to be 1.25" minimum per supplied UNF bolt size that was being used. Maintainer then verified that the same length supplied bolt was used in the same 3rd party crane installation on the seven Spec UFM-5 service bodies included in this recall.

Description of Remedy :

Description of Remedy Program : Maintainer has notified our customer through their central offices, via phone conversation on 7/02/21 and E-mail on 7/06/21. Maintainer is currently waiting for requested address locations for each of the 7 affected trucks. Once these locations are established Maintainer will send one of our Tech's to each location to perform the repairs. Repairs will be performed free of charge to the customer.

Reimbursement Program: If you have already paid for a remedy (e.g., repair, replacement, etc.) related to the defect described in this notice, you may be eligible for reimbursement of such costs. For prior remedies eligible for reimbursement (as explained below), Maintainer Corporation of Iowa will reimburse the amount paid by the owner.

Reimbursement Eligibility Requirements: You are eligible for reimbursement for prior remedies if the remedy was performed between November,27 2019 and current date.

Documentation for Reimbursement: Your claim for reimbursement should include (1) your name and address; (2) the VIN(s) of your vehicle(s) on which the remedy was made; (3) a copy (or original) of the receipt(s) for the remedy, which provides the total cost you paid for the remedy and indicates the remedy addressed the defect that led to this recall or a manifestation of the defect; and (4) if the remedy was obtained at a time when the vehicle could have been repaired or replaced at no charge under the manufacturer's original or extended warranty program, documentation indicating that coverage under such warranty was denied or the warranty repair did not correct the problem.

How to Submit a Reimbursement Claim: A reimbursement claim that has the documentation described above should be mailed to: ATTN: Doug Schrader / Customer Service, Maintainer Corporation of Iowa, 1701 2nd Avenue, Sheldon, IA 51201

Questions: If you have any questions regarding reimbursement of a prior repair/replacement, please call Doug Schrader / Customer Service at 866-781-3259.

How Remedy Component Differs from Recalled Component : The customer supplied 3rd party crane includes a bolt kit containing bolts that are UNF 1.25" X 2.5" long. The replacement bolts that our Tech will be installing are UNF 1.25" X 3.25" long to gain an additional .75" of thread engagement. Surpassing the minimum requirement of 1.25" of thread engagement.

Identify How/When Recall Condition was Corrected in Production : All current spec UFM-5 service trucks in production are still at Maintainer's facility and have been quarantined through our yellow tag program. All quarantined trucks will be repaired using the longer 3.25" bolts describe above before shipping to customer.

Recall Schedule :

Description of Recall Schedule : Maintainer has notified our customer through their central offices via phone conversation on 7/02/21 and E-mail on 7/06/21. Maintainer is currently waiting for requested address locations for each of the 7 affected trucks. We will begin preparing the draft letters explaining this safety related defect for the dealers and customers week of 7/12/21.

Planned Dealer Notification Date : JUL 12, 2021 - JUL 30, 2021

Planned Owner Notification Date : JUL 12, 2021 - JUL 30, 2021

Purchaser Information :

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name :

Address :

Country :

Company Phone :

* NR - Not Reported