



October 2024

IMPORTANT SAFETY RECALL 24V-632

Dear McNeilus Dealer:

Ref: NHTSA ZR Arm Latch 24V-632

VIN: Reference attached VIN list

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

McNeilus has decided that a defect which relates to motor vehicle safety exists in certain McNeilus ZR side loaders. These vehicles were built between 6/7/2015- 8/19/2024.

! I M P O R T A N T !

- Your McNeilus vehicle is being recalled.
- Contact McNeilus at 1-888-686-7278 for any questions.
- This recall repair will result in **no cost** to you.

Why is a recall being conducted?

From the start of production until a production change was implemented, McNeilus ZR side loader refuse trucks were either not produced with a component on the latch of the side loader arm that maintains the arm assembly against the body of the truck, or the vehicle owner may have modified the assembly to remove the component. Other refuse truck models without this side arm latch design are not affected.

What are we doing about the problem?

McNeilus is replacing side loader latches without the notch as well as update software to current version. Customers will reach out to schedule an appointment to have their arm latch replaced as well as updating the software on the system.

McNEILUS TRUCK & MANUFACTURING, INC.

524 EAST HIGHWAY STREET | POST OFFICE BOX 70 | DODGE CENTER, MN 55927 | 507.374.6321 | FAX 507.374.6354

mneiluscompanies.com



What should you do?

- Repairs should take less than 1 hour.
- The repairs/replacement of the arm latch and software should be performed at the earliest opportunity by a McNeilus representative. McNeilus anticipates that owners will continue to place their vehicle in service until the recall actions can be completed.
- Any additional questions please contact McNeilus at 1-888-686-7278.

What if you no longer own this vehicle?

If you no longer own this vehicle, please contact McNeilus at 1-888-686-7278 to assist us in updating our records.

Who should you contact if you have further questions or concerns?

If you have further questions, please contact McNeilus at 1-888-686-7278 to allow us to assist you.

If you have leased this vehicle to another person, federal regulations require you to send a copy of this notice to your lessee by first-class mail within ten days of your receipt of this notice.

If McNeilus fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to:

The Administrator, National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE.,
Washington, DC 20590;
or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153);
or go to <http://www.safercar.gov>.

We apologize for any inconvenience this safety recall may cause, but your safety is our first concern.

Sincerely,
McNEILUS COMPANIES