



October 2024

## IMPORTANT SAFETY RECALL NHTSA Recall No. 24V-632

Dear McNeilus Refuse Product Owner:  
Ref: NHTSA ZR Arm Latch 24V-632  
VIN: Reference attached VIN list

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

McNeilus has decided that a defect which relates to motor vehicle safety exists in certain 2015-2024 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. A side loader arm that unexpectedly extends out from the vehicle body while driving increases the risk of a crash.

#### **What are we doing about the problem?**

McNeilus is replacing side loader latches without the notch as well as updating the software to the current version.

#### **What should you do?**

- Please reach out to your dealer service network to have this

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work performed at your earliest opportunity

- 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.

**What If You Have Already Paid For This Repair?**

You may be eligible to receive a reimbursement for the cost of repairs made prior to receiving this notice. Please send a email to [warrantyclaims@McNeilusco.com](mailto:warrantyclaims@McNeilusco.com) for further direction. Please make sure to include the serial number of truck and the number of this Vehicle Safety Recall bulletin.

**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

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