

P.O. Box 70
524 East Highway St.
Dodge Center, MN 55927



October 4, 2024

To: McNeilus Refuse Product Owner
Re: VSR-TSB-044 – Zero Radius Arm Hook Latch Component Change
NHTSA Recall #24V-632
Certain 2015 to 2024 model year Zero Radius vehicles

Dear McNeilus Refuse Product Owner,

An issue with the arm hook latch has prompted McNeilus to file a NHTSA recall. Although a population of vehicles has been identified, not all will require the arm hook latch to be changed. Please read and follow this procedure as soon as possible due to this safety risk of the side loader arm creeping out.

Affected Vehicles

All Zero Radius trucks with in-service dates of **June 7, 2015 to August 19, 2024** must be inspected for the arm hook latch with notch component. If the component is lacking the notch, then the arm hook latch must be replaced to the version with the notch.

Reason for this Safety Recall

On trucks that lack the notch on the arm hook latch, the arm hook may walk itself out of the pocket, allowing for the arm to start to creep away from the truck body. This is especially true if the operator has neglected to manually latch the secondary arm transit latch chain. The updated arm hook latch component (PN 1675151) includes the notch.

Required Action

Review and verify your ownership of all affected serial numbers of McNeilus vehicles. If McNeilus records indicate that you are the owner of one or more affected units, a Serial Number List is enclosed. **Please be reminded that it is a violation of Federal law for you to sell or lease the vehicles covered by this notification until this recall has been performed on these vehicles. Substantial civil penalties apply to violations of this law.**

Time Completion

Upon receipt of the parts, complete the enclosed procedure for each affected unit. The time of accomplishment may vary due to a number of factors; however, the estimated time for completion of the procedure is one (1.0) hour under normal circumstances.



Reimbursement

In order to receive credit if you qualify, claims must be submitted through the normal McNeilus Warranty claim system. Claims must be received within 30 days of the repair. Claims must include the McNeilus serial number of the truck, the customer asset number, and the number of this bulletin. **NOTE:** One claim per truck.

- Labor - One (1.0) work hour to replace arm hook latch component

NOTE: The labor reimbursement of one work hour is for the active repair time (“hands-on” time) to replace the arm hook latch mechanism. No additional time will be reimbursed for inspecting to determine if the hook latch component contains the notch or not. Nor will additional reimbursement time be given for down time while waiting for parts or repair.

- Cost of replacement part - Parts and ground shipping will be reimbursed to the customer. Parts necessary for this repair must be ordered from McNeilus Service Network at 888-686-7278.

Perform the procedure to and make a warranty claim against only the vehicles either on the provided VIN list if available or as described in this bulletin by model, model year, and units affected.

The list of units affected by this campaign is included. Please review all aspects of this communication carefully. If you have any questions or concerns about these product update actions, contact McNeilus Service Network at 1-888-686-7278.

SAFETY NOTICE

Perform your company’s Lockout/Tagout procedure. If your company does not have a Lockout/Tagout procedure, follow OSHA 1910.147 and 1910.146 Confined Space as appropriate.

SAFETY NOTICE

Use appropriate Personal Protective Equipment (PPE) as required by your company.

Enclosures:

Official NHTSA notification

Replacement part procedures

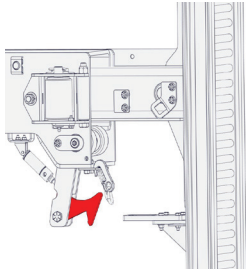
VIN list



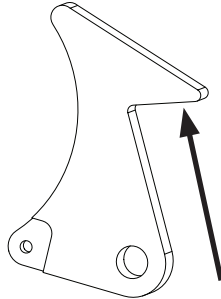
Please read this bulletin in its entirety before ordering parts. Inspection of specific components is needed before ordering parts.

Inspection required before ordering parts

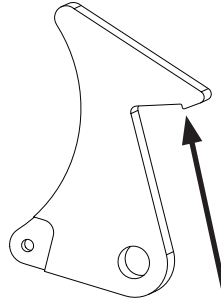
- Notch is NOT present on the arm hook latch component



Location of arm latch component near truck's arm



NO notch on arm latch component



Notch is present on arm latch component

IMPORTANT

In addition, there are a few wear items that should be inspected at the same time. If a replacement part is needed, the parts and labor costs are at your own expense. More information regarding these wear parts can be found on page 7 and page 8.

Tools and Equipment Required

Technician to supply

- Wrenches, standard socket set
- Torque wrench
- Pliers
- If McNeilus software version is at 0.9.7.16 or later, no action required for software updating. Otherwise, the latest Production software must be installed by a McNeilus-authorized technician.

Parts Required

Purchase from McNeilus

Item	PN	Description	Qty.
1	1675151	ARM HOOK LATCH COMPONENT	1
2	1136867	SCREW/BOLT, CAP, HEX .62-11 X 3.00 G8 ZY	1
3	0005341	LOCK NUT, HEX .62-11 GC ZC	1
4	1245638	COTTER PIN .094X1.25 ZC	1

Preparation Procedures

1. Disconnect the secondary arm latch chain from the arm retainer plate and stow the chain by hooking the clip to the larger hole on the boom retainer plate (Figure 1).

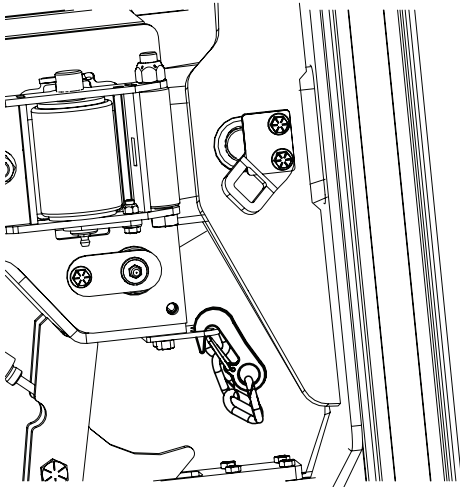


Figure 1

2. Put the grabber assembly in the fully down position.
3. Use the control panel buttons to extend the ZR arm assembly away from the body.
4. Perform your company's Lockout/Tagout procedure. If your company does not have a Lockout/Tagout procedure, follow OSHA 1910.147 and 1910.146 Confined Space as appropriate. Chock wheels and engage the service brake.

Inspect Arm Hook Latch Component for presence of notch

1. Locate the arm hook latch component on the boom of the arm mast assembly (Figure 2).

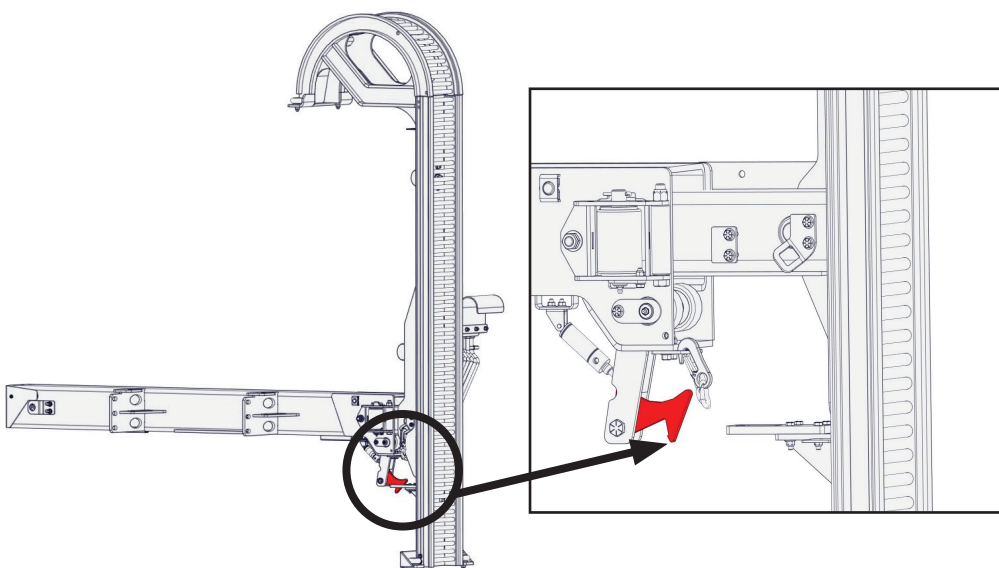


Figure 2



- If the notch on the arm hook latch component is present (Figure 3), then no changes are necessary to the component. Verify software version is 0.9.7.16 or later. If it is, then no action is required for software updating. See the verification procedures on page 7.
- Otherwise, the latest Production software must be installed by a McNeilus-authorized technician and you **must call the McNeilus service network at 1-888-686-7278 to make an appointment with your authorized dealer.**
- If the notch on the arm hook latch component is absent (Figure 4), then continue the procedure to **install the updated arm hook latch with notch** and order the updated arm hook latch component (PN 1675151) and the hardware.
- Before ordering parts, make sure you followed the instructions to inspect the wear items as well (see the instructions on page 3 under the IMPORTANT section).

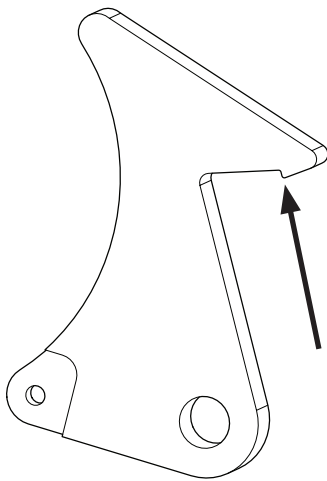


Figure 3

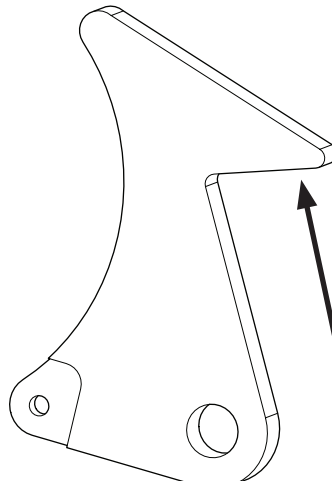


Figure 4

Install the updated arm hook latch with notch component

1. Follow the Preparation Procedures on page 4.
2. Use wrenches to remove the hardware securing the existing arm hook latch to the latch mounting bracket (Figure 5, Item 1 shows the latch mounting bracket). Retain the washers (quantity 6).
3. Use a pliers to remove cotter pin out of cylinder pin (which is holding the latch component to the cylinder) (Figure 5, Item 2 shows the cylinder pin and cotter pin locations). Retain the cylinder pin for reinstallation. Discard the cotter pin, the hook latch component, and its bolt and nut.
4. Install the existing cylinder pin into both the cylinder clevis and the new arm hook latch component.
5. Install the new cotter pin into the cylinder pin.

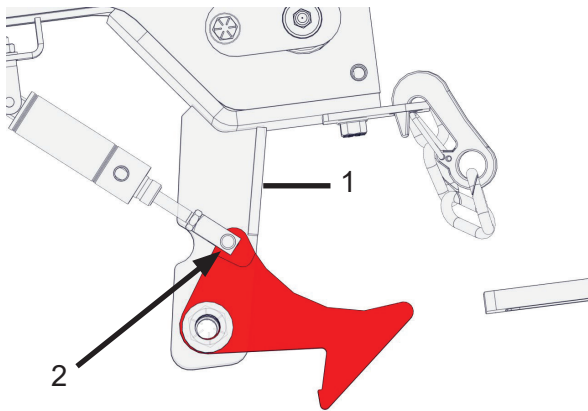


Figure 5

6. Install the new bolt and the existing washers to secure the arm hook latch component to the latch mounting bracket. (Figure 6).
7. Add the new nut and tighten nut until it makes contact with the arm hook latch component, but do not overtighten.

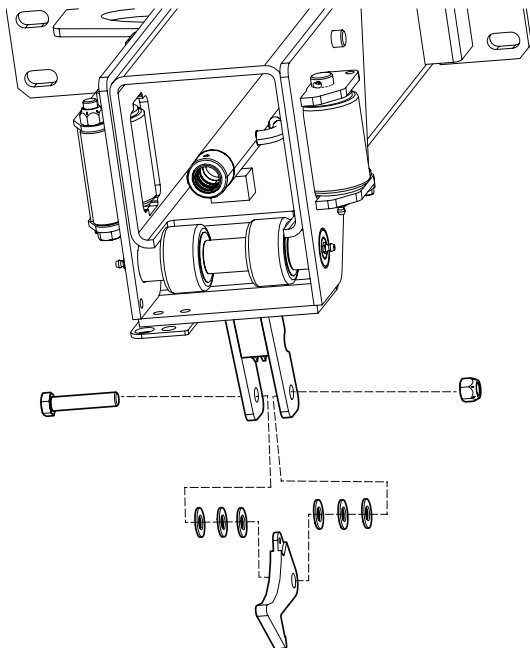


Figure 6

8. Remove your company's Lockout/Tagout.
9. Move the ZR arm all the way in (to the truck body), move the grabber assembly to the stowed up position, and make sure the arm hook latch is locked (pointing down).
10. Perform your company's Lockout/Tagout procedure. If your company does not have a Lockout/Tagout procedure, follow OSHA 1910.147 and 1910.146 Confined Space as appropriate.
11. Inspect latch receiving plate.
12. Check if there is a 1/4 inch gap between the receiving plate and the arm hook latch.



13. If adjustment is required to achieve the 1/4 inch gap, use wrenches to loosen the hardware on the latch receiving plate and move the plate within the slots until the 1/4 inch gap is achieved. Tighten and torque the hardware to 15 ft.-lbs. to secure.
14. Remove your company's Lockout/Tagout procedure. If your company does not have a Lockout/Tagout procedure, follow OSHA 1910.147 and 1910.146 Confined Space as appropriate.
15. Operate the arm and grabber out and in, up and down to confirm the arm latch hook does not get stuck on the latch receiving plate.

Inspect the software version and update software if needed

1. View the login screen on the onboard body display to check the installed software version.
 - Verify software version is 0.9.7.16 or later. If it is, then no action is required for software updating.
 - Otherwise, the latest Production software must be installed by an authorized McNeilus technician and you **must call the McNeilus service network at 1-888-686-7278 to make an appointment with your authorized dealer.**

Inspection and installation of a new latch receiving plate because the existing is damaged

Inspect the latch receiving plate for damage. If replacement parts are needed, the parts and labor costs are at your own expense.

1	1458714	LATCH RECEIVING PLATE	1
2	1134408	SCREW/BOLT, CAP, HEX .31-18 X 1.50 G6 ZC	4
3	0120176	NUT, HEX, LKDT .31-18 GC ZC	4
4	0120276	WASHER, FLAT .31X.69X.06 ZY HDN	4

1. Follow the Preparation Procedures on page 4.
2. Remove the existing damaged latch receiving plate and hardware. Discard plate and hardware.
3. Install the new latch receiving plate and hardware and finger tighten until adjustment.
4. Remove your company's Lockout/Tagout.
5. Move the ZR arm all the way in (to the truck body), move the grabber assembly to the stowed up position, and make sure the arm hook latch is locked (pointing down).
6. Perform your company's Lockout/Tagout procedure. If your company does not have a Lockout/Tagout procedure, follow OSHA 1910.147 and 1910.146 Confined Space as appropriate.
7. Check if there is a 1/4 inch gap between the receiving plate and the arm hook latch.
8. If adjustment is required to achieve a 1/4 inch gap between the receiving plate and the arm hook latch, loosen the hardware on the latch receiving plate and move the plate within the slots until the 1/4 inch gap is achieved. Tighten and torque the hardware to 15 ft.-lbs. to secure.

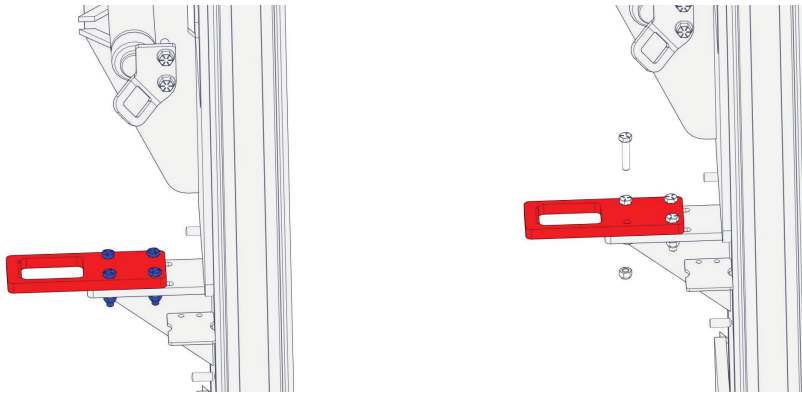


Figure 7

9. Remove your company’s Lockout/Tagout procedure. If your company does not have a Lockout/ Tagout procedure, follow OSHA 1910.147 and 1910.146 Confined Space as appropriate.
10. Operate the arm and grabber out and in, up and down to confirm the arm latch hook does not get stuck on the latch receiving plate.
11. Return truck to service.

Inspection and installation of a new secondary arm latch chain because the existing is damaged or missing

Inspect the truck for a secondary arm latch chain that is in working condition. If replacement parts are needed, the parts and labor costs are at your own expense.

1	1515388	RETAINER PLATE FOR MAST	1
2	1515394	RETAINER CHAIN BOOM ASSEMBLY (Includes: - CHAIN WITH CLIP ASSEMBLY - 1/4" CHAIN LINK - BOOM RETAINER PLATE)	1
3	1243637	SCR, FLG, HEX .38-16 X 1.25 G8 ZY	2
4	0120177	NUT, HEX, LKDT .38-16 GC ZC	2

1. Follow the installation instructions found in the Zero Radius Service Manual (document PN 1473671), which can be accessed on www.streetsmartparts.com.

Continuous Improvement:

The change included in this document is part of the McNeilus Continuous Improvement Process.

McNeilus’s quality policy is providing customer satisfaction through innovative products, dedicated service, and a constant focus on continuous improvement.



(888) 686-7278
www.streetsmartparts.com