



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

November 21, 2025

25V800

Tony Sappington
McNeilus Truck & Manufacturing, Inc.
524 East Highway St
Dodge Center, MN 55927

Subject: Software Error May Cause Grabber Fingers to Move Unintentionally

Dear Tony Sappington:

This letter serves to acknowledge McNeilus Truck & Manufacturing, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

MCNEILUS/VOLTERRA ZSL/2024-2025

Mfr's Report Date: November 19, 2025

NHTSA Campaign Number: 25V800

Components:

EQUIPMENT

Potential Number of Units Affected: 139

Problem Description:

McNeilus Truck & Manufacturing, Inc. (McNeilus) is recalling certain 2024-2025 Volterra ZSL side loader garbage trucks. A software error may cause the grabber fingers to move without input from the operator.

Consequence:

Grabber fingers that unintentionally moves may strike a person or vehicle next to the truck, increasing the risk of injury or a crash.

Remedy:

McNeilus will update the software, free of charge. Owner notification letters are expected to be mailed January 9, 2026. Owners may contact McNeilus customer service at 1-888-686-7278.



Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-888-275-9171), or go to www.nhtsa.gov.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

McNeilus Truck & Manufacturing, Inc.'s contact for this recall will be Hensly Guerra who may be reached by email at hensly.guerra1@dot.gov. We look forward to working with you.

Sincerely,

Alex Ansley

Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement