



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V800

Manufacturer Name: McNeilus Truck & Manufacturing, Inc.

Submission Date: Dec 16, 2025

NHTSA Recall No.: 25V800

Manufacturer Recall No.:

Manufacturer Information

Population

Manufacturer Name: McNeilus Truck &
Manufacturing, Inc.
Address: 524 County Road 34 East
P.O. Box 70
Dodge Center MN, 55927

Total number of potentially involved: 160
Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2024-2024 MCNEILUS VOLTERRA ZSL

Product Category: Buses, Medium & Heavy Vehicles

Product Type: Truck

Fuel / Propulsion: Electric Battery Power

Production Dates: Aug 27, 2024 - Dec 31, 2024

Number of potentially involved: 17

Descriptive Information:

All 2024 Volterra ZSL trucks in customer hands that were produced in 2024.

Vehicle 2: 2025-2025 MCNEILUS VOLTERRA ZSL

Product Category: Buses, Medium & Heavy Vehicles

Product Type: Truck

Fuel / Propulsion: Electric Battery Power

Production Dates: Jan 01, 2025 - Nov 14, 2025

Number of potentially involved: 143

Descriptive Information:

All Volterra ZSL trucks in customer hands prior to the stop ship to correct units in McNeilus' s possession.

Part 573 Safety Recall Report

25V800

Defect / Noncompliance Description

Description of the defect or noncompliance:

The Volterra ZSL is an electric refuse truck with a side collection (grabber) arm. When the involved vehicles are in collection mode, due to a software error, the fingers of the grabber arm may close unexpectedly and without operator input.

FMVSS1:

FMVSS2:

Description of the safety risk, including crash, fire, death, injury:

When the fingers of the grabber arm are closing, the fingers extend beyond the side of the vehicle. If the fingers of the grabber arm move unexpectedly, they could strike persons or objects in the vicinity of the vehicle, increasing the risk of a crash or injury.

Description of the cause:

Software error

Identification of any warning that can occur:

Component Manufacturer

Tier of Supplier:

Supplier Type:

Name:

Address:

Country:

Involved Components

Component Name 1: Software

Component Description: Software

Component Part Number: None

Chronology

Part 573 Safety Recall Report**25V800**

On October 22, 2025, McNeilus received a report from a customer that after exiting the cab of a Volterra ZSL truck and without any input, the arm grabber contacted the driver. McNeilus received a second similar claim on October 30, 2025 where the arm grabber closed without any input from the operator. Following an investigation through early November, on November 14, 2025, McNeilus decided to address the issue via a recall. McNeilus is aware 1 report of minor injury and 0 reports of property damage.

In the course of preparing customer notifications, a discrepancy was identified where certain affected vehicles were not included in the recall population. On December 16, 2025, McNeilus updated the recall population to include 21 trucks inadvertently not included in the original Defect Information Report.

Related NHTSA Recall Number:

Description of Remedy

Remedy Type: Repair

Consumer Advisories: Do Not Drive Park Outside

Description of remedy program:

McNeilus will send technicians to customer trucks free of charge to update the software version which is intended to prevent any unintended motion of the grabber arm. This will be done at no cost to the customer.

How remedy component differs from recalled component:

New software will prevent any unintended motion of the grabber arm.

Identify how/when recall condition was corrected in production:

A stop ship was implemented and all units in McNeilus' s possession were corrected.

Reimbursement Plan

Manufacturer used general reimbursement plan on file.

Recall Schedule

Description of recall schedule:

Notifications to customers will be made via a customer letter. The 577 customer letter will be mailed pending NHTSA approval.

Part 573 Safety Recall Report**25V800****Planned Dealer Notification Date:** Jan 05, 2026 - Jan 09, 2026 No Dealers**Planned Interim Owner Notification Date:** No Owners**Planned Remedy Owner Notification Date:** Jan 05, 2026 - Jan 09, 2026 Phased Recall**Date when VIN will be searchable:**