



January 2026

IMPORTANT SAFETY RECALL NHTSA Recall No. 25V-800

Dear McNeilus Refuse Product Owner:

Ref: NHTSA 24V-800 Software error may cause grabber fingers to move unintentionally
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 2024-2025 McNeilus Volterra ZSL vehicles have software that will allow unintentional movement of the side collection grabber arm without operator input.

! 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?

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 people or objects in the vicinity of the vehicle, increasing the risk of a crash or injury.

What are we doing about the problem?

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.

McNEILUS TRUCK & MANUFACTURING, INC.

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

mcneiluscompanies.com



What should you do?

- Please reach out to McNeilus to schedule an appointment to have your vehicle repaired.
- 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 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: 1-888-275-9171);
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