

**NHTSA Recall No. 25E025**

May 8, 2025

**By Email and Federal Express**

**IMPORTANT SAFETY RECALL**

<b>To:</b>	<b>From: Hiab USA Inc.</b>
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We are writing to advise you that Hiab USA Inc. (“Hiab”) has decided that certain Waltco-branded ZS-MK2 series slide liftgates imported from Z-Lyften Produktion AB may contain a safety-related defect involving the cylinder-pivot pin. Accordingly, Hiab is conducting a voluntary safety recall.

You are receiving this letter because our records show that you received one or more liftgates that may be affected.

**1. WHICH ZS-MK2 MODELS ARE AFFECTED?**

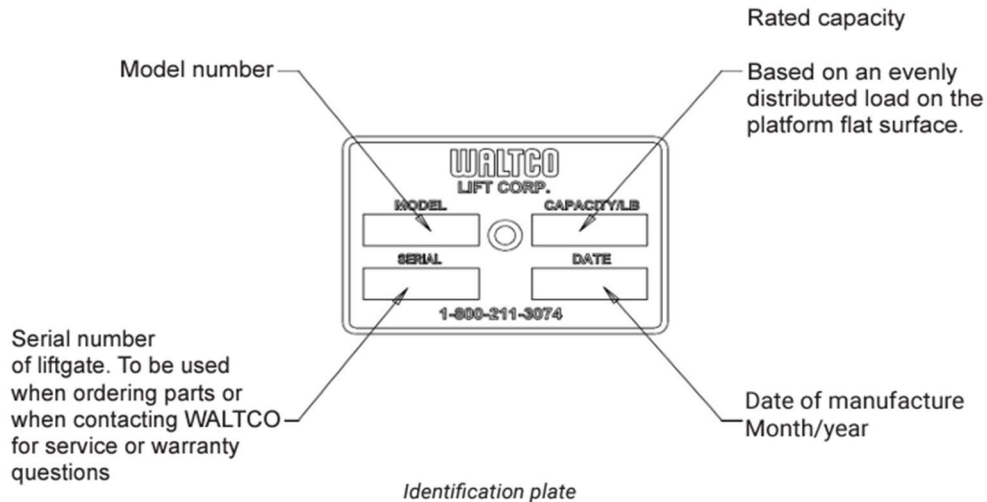
The affected liftgates are heavy-duty slide lifts with a single-folding platform designed for installation on trailers and semi-trailers. The specific models affected are:

**Affected Model No.:** ZS-MK2-SLI 2000-155 12 V  
ZS-MK2-STD 2000-155 12 V

**Production Period:** Aug 11, 2021 – Nov 11, 2024

**How do I identify the model number of the liftgate?**

Each liftgate bears an identification plate on the column that lists the model number and date of manufacture as shown in the diagram below. Compare the model number and date of manufacture to the range above.



## 2. WHAT'S THE ISSUE?

On affected liftgates, the cylinder-pivot pin may not have had adequate lubricant penetration during manufacturing. Cylinder-pivot pins with limited lubrication can in some circumstances result in the pin seizing in the bore, potentially causing the liftgate to malfunction or to fail under a load, which increases the risk of injury to the operator.

## 3. STOP-SALE / STOP-INSTALL REQUIREMENT

Effective immediately, a stop-sale is required for Waltco-branded ZS-MK2 series slide liftgates identified in Section 1. Do not sell, install, ship, or otherwise release any affected liftgate.

## 4. WHAT SHOULD I DO?

**If you are a dealer, distributor, or upfitter the affected liftgates, you must:**

- (a) **Quarantine** immediately any affected liftgates remaining in your inventory.
- (b) **Report** the number of affected units in your inventory via email to: [waltco.support@hiabtechline.zendesk.com](mailto:waltco.support@hiabtechline.zendesk.com). Please include the subject line: "**Recall No. 25E025 Dealer Inventory.**"
- (c) **Inform** any affected customers and end-customers of this recall (determined by model numbers and date of manufacture; if date of manufacture is not available, notify all customers for whom you integrated the effected model liftgate between August 11, 2021 and April 30, 2025) and urge them to set up a service appointment with a Hiab authorized service station for the pivot pin replacement. A service station locator can be found at: <https://www.hiab.com/en/dealer-service-point-map?location=35.63288314426052%2C->

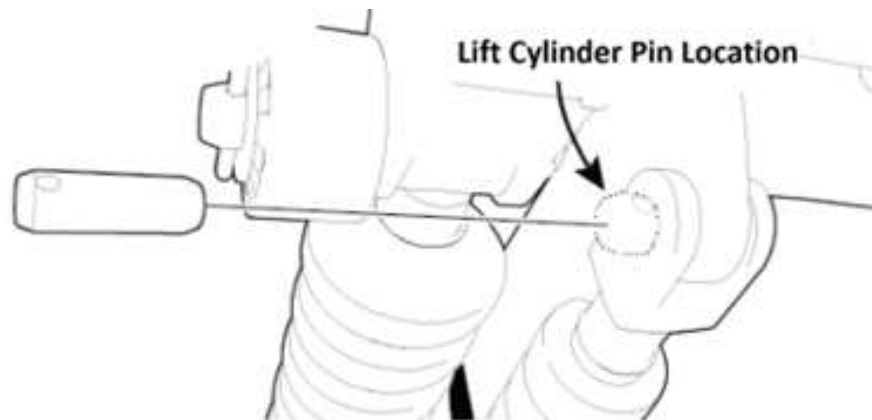
[85.63687446603925&zoom=5&category=services&productType=tailLifts&brands=WALCO](https://www.walco.com/85.63687446603925&zoom=5&category=services&productType=tailLifts&brands=WALCO).

- (d) **Report.** If you sold any of the affected liftgates to a customer, please provide the following information for each customer so that the customer can be notified by Hiab directly to comply with the regulatory requirements under this recall:

Customer/Entity Name	
Contact Person	
Address (street, city, state, ZIP code)	
Product Model No.	
Date of Manufacture	
Serial No.	
Quantity Sold/Mounted	
Date of Sale/Mounting	

Please send the customer information by email to [walco.support@hiabtechline.zendesk.com](mailto:walco.support@hiabtechline.zendesk.com) with subject line: “**Recall No. 25E025 Customer Information.**”

- (e) **Replace** all affected units in your inventory using the Retrofit Axle Kit Mk2 (Waltco Part # Z81226TL) containing replacement pins that will be shipped to you based on your dealer inventory report. Upon the completion of the remedy, please submit the below information to [walco.support@hiabtechline.zendesk.com](mailto:walco.support@hiabtechline.zendesk.com) with subject line: “**Recall No. 25E025 Dealer Remedy Confirmation.**”



A. Remedy Information Chart

Dealer Name		
Dealer Contact Person		
Address (street, city, state, ZIP code)		
Contact Phone No.		
Contact Email		
Quantity of Units Remedied ZS-MK2-SLI 2000-155 12 V		
List of All Units Remedied ZS-MK2-SLI 2000-155 12 V	Serial No.	Date of Manufacture
Quantity of Units Remedied ZS-MK2-STD 2000-155 12 V		
List of All Units Remedied ZS-MK2-STD 2000-155 12 V	Serial No.	Date of Manufacture

B. Photographic proof of dealer-inventory remedies, including (i) a clear image showing the identification plate of each repaired unit and (ii) a separate image of the same unit highlighting the pin-area once the remedy is complete.

(f) **Return** the replaced pins using prepaid shipping labels to be provided by Hiab.

**Federal Law Reminder**

Under federal laws and regulations, it is **illegal** for any manufacturer, distributor, dealer or motor vehicle repair business to sell or install a recalled item of motor-vehicle equipment.

**5. FURTHER INFORMATION AND REIMBURSEMENT**

Hiab USA will replace the lift gate cylinder pins at Hiab’s expense.

End-customers should contact the Waltco Warranty Department at **+1-440-601-8852** Monday through Friday 8:00 am – 5:00 pm Eastern Time or email [waltco.support@hiabtechline.zendesk.com](mailto:waltco.support@hiabtechline.zendesk.com) for further information and recall assistance.

Dealers, distributors, installers and upfitters should follow warranty procedures for recall reimbursement. Any parts purchase and labor will be reimbursed upon submission of invoices, receipts or statements. Contact [waltco.support@hiabtechline.zendesk.com](mailto:waltco.support@hiabtechline.zendesk.com) for additional information.

These notifications and instructions must be communicated to all employees of every distributor and every dealer who is involved in the inspection and remedy of the recalled liftgates.

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While we regret any inconvenience this may cause, Hiab is determined to maintain a high level of product quality and customer satisfaction.

For any further inquiries, please contact the Waltco Warranty Department at **+1-440-601-8852**.

Sincerely,

**HIAB USA INC.**

By: \_\_\_\_\_  
**JESSE LAKINS**  
*Warranty and Support Specialist*