



An Oshkosh Corporation Company

Service Letter
Reference: JD 21-091

Date: April 1, 2021

Attention: Jerr-Dan Distributors

Models Affected: 6 Ton, 7.5 Ton, and 8.5 Ton Carriers

Subject: Carrier Deck tilt Cylinder

Issue: Jerr-Dan has determined that on certain model years (2019-2020 6 Ton, 7.5 Ton and 8.5 Ton carriers), that certain carrier deck tilt cylinders are unable to maintain pre-load torque between the cylinder bushing head and rod. This may cause the carrier deck to lean to one side and impede the ability to recover a disabled vehicle.

Resolution:

1. Owners of the affected Carriers have received Service Letter JD 21-091 (example enclosed). Owners of the affected trucks have been instructed to contact their distributor to schedule an appointment to have this Service Bulletin completed.
2. This SL covers the replacement of tilt cylinder 1001166859 manufactured between date code 2119 to 1220 installed on units listed on the Master Serial Number List.



3. Part Number 1001270175CAM have been set up and stocked specifically to support this Service Bulletin.
 - a. To be reimbursed for this campaign, replacements are being tracked by Serial Number and the -CAM part number.
 - b. Jerr-Dan will reimburse per affected Serial Number: Two (2) 1001270175CAM cylinders and two (2) hours labor to replace the cylinders.
 - c. The replaced lift cylinder (1001166859) must be destroyed by either cutting the flow tube or drilling a minimum of one inch (1") hole in the cylinder barrel.
 - d. Images of the destroyed tilt cylinders are required for proof of destruction and should include the part number label and date code.

<u>OLD</u>	<u>NEW</u>	<u>Where Used</u>
1001166859	1001270175	Operations Production
1001166859S	1001270175S	Normal Service Orders
	1001270175CAM	Service Campaign

4. Campaign payment claims must be processed in ServiceBench following normal claim protocols with these additional requirements:
 - a. The campaign number, JD 21-091, must be referenced in the "Authorization /Campaign #" field."
 - b. **An image of each destroyed cylinder must be attached to the ServiceBench claim.**
 - c. Contact the Jerr-Dan Warranty team for additional information on ServiceBench.
Email: warranty@jerrdan.com
Phone: (800) 926-9666
5. Distributors should download and review the latest copy of the Carrier Installation Manual, Rev E (or newer) 5376000212
 - a. The knock-out remains 3/16 in. +/- 1/16 in. Due to changes in the physical characteristics of the cylinder, any tools or gages uses to set the knockout should be verified to the new cylinders.
 - b. This does not apply to units that are already installed on a chassis.
6. Attached is a copy of the master serial number list of the affected Carriers.
7. This Service Bulletin should be completed but no later than September 30, 2021.

Enclosures:

Master Serial Number List

Example – JD 21-091 (Product Owner Notification)

Owner Update Form

CUSTOMER SUPPORT
13224 FOUNTAINHEAD PLAZA
HAGERSTOWN, MD 21742-2678
Phone (800) 926-9666
Fax: (301) 745-5375
Email: customersupport@JerrDan.com
www.JerrDan.com

**Service Letter JD 21-091
Master Serial number Listing**

MDC

0220018775	0220019166	0220019490	0220019702	0220020266
0220018835	0220019274	0220019534	0220019820	0220020441
0220018836	0220019330	0220019587	0220019937	0220020697
0220018898	0220019331	0220019588	0220020053	0220020752
0220018959	0220019435	0220019643	0220020171	0220020848
0220019018	0220019436	0220019644	0220020210	0220020849
0220019056	0220019489			

SD-ALUM

0220018728	0220019594	0220020000	0220020178	0220020447
0220018729	0220019650	0220020001	0220020214	0220020448
0220018779	0220019714	0220020002	0220020215	0220020449
0220018780	0220019715	0220020003	0220020216	0220020450
0220018781	0220019716	0220020004	0220020217	0220020451
0220018843	0220019767	0220020005	0220020218	0220020452
0220018844	0220019768	0220020006	0220020219	0220020453
0220018902	0220019769	0220020060	0220020220	0220020454
0220018903	0220019825	0220020061	0220020221	0220020455
0220018904	0220019826	0220020062	0220020222	0220020456
0220018964	0220019827	0220020063	0220020282	0220020457
0220019022	0220019828	0220020064	0220020283	0220020458
0220019059	0220019829	0220020065	0220020284	0220020459
0220019061	0220019830	0220020066	0220020285	0220020497
0220019386	0220019831	0220020067	0220020344	0220020498
0220019441	0220019832	0220020068	0220020345	0220020499
0220019593	0220019833	0220020177	0220020359	

SD-ALUM TP

0220018967

SD-STL TP

0220019065	0220019390	0220020118	0220020180	0220020760
0220019066	0220019597	0220020179	0220020759	0220020806
0220019227	0220019718			

**Service Letter JD 21-091
Master Serial number Listing**

SD-STL

0220018730	0220018966	0220019280	0220019540	0220020007
0220018731	0220019024	0220019281	0220019541	0220020008
0220018782	0220019062	0220019282	0220019595	0220020009
0220018783	0220019063	0220019334	0220019596	0220020010
0220018845	0220019064	0220019335	0220019717	0220020117
0220018846	0220019121	0220019387	0220019770	0220020286
0220018905	0220019122	0220019388	0220019771	0220020360
0220018906	0220019123	0220019389	0220019834	0220020406
0220018907	0220019171	0220019442	0220019884	0220020460
0220018908	0220019172	0220019443	0220019942	0220020550
0220018910	0220019173	0220019497	0220019943	0220020603
0220018911	0220019225	0220019498	0220019944	0220020758
0220018965	0220019226	0220019539		

SD-ALUM LP

0220018732	0220018856	0220019067	0220019229	0220019391
0220018733	0220018857	0220019068	0220019230	0220019392
0220018734	0220018912	0220019069	0220019231	0220019393
0220018735	0220018913	0220019070	0220019232	0220019394
0220018736	0220018914	0220019071	0220019233	0220019395
0220018737	0220018915	0220019072	0220019234	0220019396
0220018738	0220018916	0220019073	0220019235	0220019397
0220018739	0220018917	0220019074	0220019236	0220019398
0220018740	0220018918	0220019075	0220019237	0220019444
0220018784	0220018919	0220019124	0220019283	0220019445
0220018785	0220018920	0220019125	0220019284	0220019446
0220018786	0220018921	0220019126	0220019285	0220019447
0220018787	0220018922	0220019127	0220019286	0220019448
0220018788	0220018968	0220019128	0220019287	0220019449
0220018789	0220018969	0220019129	0220019288	0220019450
0220018790	0220018970	0220019130	0220019289	0220019451
0220018791	0220018971	0220019131	0220019290	0220019452
0220018792	0220018972	0220019132	0220019291	0220019499
0220018793	0220018973	0220019174	0220019292	0220019500
0220018794	0220018974	0220019175	0220019336	0220019501
0220018847	0220018975	0220019176	0220019337	0220019502
0220018848	0220018976	0220019177	0220019338	0220019503
0220018849	0220018977	0220019178	0220019339	0220019504
0220018850	0220018978	0220019179	0220019340	0220019505
0220018851	0220019027	0220019180	0220019341	0220019542
0220018852	0220019028	0220019181	0220019342	0220019543
0220018853	0220019029	0220019182	0220019344	0220019544
0220018854	0220019030	0220019183	0220019345	0220019545
0220018855	0220019031	0220019228	0220019346	0220019546

**Service Letter JD 21-091
Master Serial number Listing**

SD-ALUM LP (continued)

0220019547	0220019776	0220020014	0220020288	0220020510
0220019548	0220019777	0220020015	0220020289	0220020511
0220019549	0220019778	0220020016	0220020290	0220020554
0220019550	0220019779	0220020069	0220020291	0220020555
0220019598	0220019780	0220020070	0220020292	0220020556
0220019599	0220019781	0220020071	0220020293	0220020557
0220019600	0220019835	0220020072	0220020294	0220020558
0220019601	0220019836	0220020073	0220020295	0220020559
0220019602	0220019837	0220020119	0220020333	0220020560
0220019603	0220019838	0220020122	0220020334	0220020561
0220019604	0220019885	0220020123	0220020335	0220020562
0220019605	0220019886	0220020124	0220020346	0220020563
0220019606	0220019887	0220020125	0220020347	0220020564
0220019651	0220019888	0220020126	0220020361	0220020565
0220019652	0220019889	0220020127	0220020362	0220020612
0220019653	0220019890	0220020128	0220020363	0220020652
0220019654	0220019891	0220020129	0220020364	0220020653
0220019655	0220019892	0220020130	0220020365	0220020654
0220019656	0220019893	0220020131	0220020366	0220020655
0220019657	0220019894	0220020181	0220020367	0220020656
0220019658	0220019895	0220020182	0220020368	0220020657
0220019659	0220019896	0220020183	0220020369	0220020658
0220019660	0220019897	0220020184	0220020370	0220020659
0220019662	0220019945	0220020185	0220020371	0220020703
0220019719	0220019946	0220020186	0220020372	0220020707
0220019720	0220019947	0220020187	0220020407	0220020710
0220019721	0220019948	0220020188	0220020410	0220020712
0220019722	0220019949	0220020189	0220020411	0220020761
0220019723	0220019950	0220020190	0220020412	0220020762
0220019724	0220019951	0220020223	0220020413	0220020765
0220019725	0220019952	0220020224	0220020417	0220020766
0220019726	0220019953	0220020227	0220020418	0220020769
0220019727	0220019954	0220020228	0220020419	0220020770
0220019728	0220019955	0220020229	0220020505	0220020771
0220019772	0220019956	0220020230	0220020506	0220020813
0220019773	0220019957	0220020231	0220020507	0220020816
0220019774	0220020011	0220020232	0220020508	0220020817
0220019775	0220020012	0220020287	0220020509	0220020818

**Service Letter JD 21-091
Master Serial number Listing**

SD-STL LP

0220018741	0220018807	0220018875	0220018946	0220019012
0220018742	0220018808	0220018876	0220018947	0220019013
0220018743	0220018809	0220018877	0220018948	0220019014
0220018744	0220018810	0220018878	0220018949	0220019015
0220018745	0220018811	0220018879	0220018950	0220019016
0220018746	0220018812	0220018880	0220018951	0220019017
0220018747	0220018813	0220018881	0220018952	0220019032
0220018748	0220018814	0220018882	0220018953	0220019033
0220018749	0220018815	0220018883	0220018954	0220019034
0220018750	0220018816	0220018884	0220018955	0220019035
0220018751	0220018817	0220018885	0220018956	0220019039
0220018752	0220018818	0220018886	0220018957	0220019040
0220018753	0220018819	0220018887	0220018958	0220019041
0220018754	0220018820	0220018888	0220018979	0220019042
0220018755	0220018821	0220018889	0220018980	0220019043
0220018756	0220018822	0220018890	0220018981	0220019044
0220018757	0220018823	0220018891	0220018982	0220019045
0220018758	0220018824	0220018892	0220018983	0220019046
0220018759	0220018825	0220018893	0220018984	0220019047
0220018760	0220018826	0220018894	0220018985	0220019048
0220018761	0220018827	0220018895	0220018986	0220019049
0220018762	0220018828	0220018896	0220018987	0220019050
0220018763	0220018829	0220018897	0220018988	0220019051
0220018764	0220018830	0220018923	0220018989	0220019052
0220018765	0220018831	0220018924	0220018990	0220019053
0220018766	0220018832	0220018925	0220018991	0220019054
0220018767	0220018833	0220018926	0220018992	0220019055
0220018768	0220018834	0220018927	0220018993	0220019076
0220018769	0220018840	0220018928	0220018994	0220019077
0220018770	0220018858	0220018929	0220018995	0220019078
0220018771	0220018859	0220018930	0220018996	0220019079
0220018772	0220018860	0220018931	0220018997	0220019080
0220018773	0220018861	0220018932	0220018998	0220019081
0220018774	0220018862	0220018933	0220018999	0220019082
0220018795	0220018863	0220018934	0220019000	0220019083
0220018796	0220018864	0220018935	0220019001	0220019084
0220018797	0220018865	0220018936	0220019002	0220019085
0220018798	0220018866	0220018937	0220019003	0220019086
0220018799	0220018867	0220018938	0220019004	0220019087
0220018800	0220018868	0220018939	0220019005	0220019088
0220018801	0220018869	0220018940	0220019006	0220019089
0220018802	0220018870	0220018941	0220019007	0220019090
0220018803	0220018871	0220018942	0220019008	0220019091
0220018804	0220018872	0220018943	0220019009	0220019092
0220018805	0220018873	0220018944	0220019010	0220019093
0220018806	0220018874	0220018945	0220019011	0220019094

**Service Letter JD 21-091
Master Serial number Listing**

SD-STL LP	(continued)			
0220019095	0220019161	0220019244	0220019311	0220019374
0220019096	0220019162	0220019245	0220019312	0220019377
0220019097	0220019163	0220019246	0220019313	0220019378
0220019098	0220019164	0220019247	0220019314	0220019379
0220019099	0220019165	0220019248	0220019315	0220019380
0220019100	0220019184	0220019249	0220019316	0220019381
0220019101	0220019185	0220019250	0220019317	0220019382
0220019102	0220019186	0220019251	0220019318	0220019400
0220019103	0220019187	0220019252	0220019319	0220019401
0220019104	0220019188	0220019253	0220019320	0220019402
0220019105	0220019189	0220019254	0220019321	0220019403
0220019107	0220019190	0220019255	0220019322	0220019404
0220019108	0220019191	0220019256	0220019323	0220019405
0220019109	0220019192	0220019257	0220019324	0220019406
0220019110	0220019193	0220019258	0220019325	0220019407
0220019115	0220019194	0220019259	0220019326	0220019408
0220019116	0220019195	0220019260	0220019327	0220019409
0220019117	0220019196	0220019261	0220019328	0220019410
0220019133	0220019197	0220019262	0220019329	0220019411
0220019134	0220019198	0220019263	0220019347	0220019412
0220019135	0220019199	0220019264	0220019348	0220019413
0220019136	0220019200	0220019265	0220019349	0220019414
0220019137	0220019201	0220019266	0220019350	0220019415
0220019138	0220019202	0220019267	0220019351	0220019416
0220019139	0220019203	0220019268	0220019352	0220019417
0220019140	0220019204	0220019269	0220019353	0220019418
0220019141	0220019205	0220019270	0220019354	0220019419
0220019142	0220019206	0220019271	0220019355	0220019420
0220019143	0220019207	0220019272	0220019356	0220019421
0220019144	0220019208	0220019273	0220019357	0220019422
0220019145	0220019209	0220019295	0220019358	0220019423
0220019146	0220019210	0220019296	0220019359	0220019424
0220019147	0220019211	0220019297	0220019360	0220019425
0220019148	0220019212	0220019298	0220019361	0220019426
0220019149	0220019213	0220019299	0220019362	0220019427
0220019150	0220019214	0220019300	0220019363	0220019428
0220019151	0220019215	0220019301	0220019364	0220019429
0220019152	0220019216	0220019302	0220019365	0220019430
0220019153	0220019217	0220019303	0220019366	0220019431
0220019154	0220019219	0220019304	0220019367	0220019432
0220019155	0220019238	0220019305	0220019368	0220019453
0220019156	0220019239	0220019306	0220019369	0220019454
0220019157	0220019240	0220019307	0220019370	0220019455
0220019158	0220019241	0220019308	0220019371	0220019456
0220019159	0220019242	0220019309	0220019372	0220019457
0220019160	0220019243	0220019310	0220019373	0220019458

**Service Letter JD 21-091
Master Serial number Listing**

SD-STL LP	(continued)			
0220019459	0220019523	0220019608	0220019681	0220019757
0220019460	0220019524	0220019609	0220019682	0220019758
0220019461	0220019525	0220019610	0220019683	0220019759
0220019462	0220019526	0220019611	0220019684	0220019760
0220019463	0220019527	0220019612	0220019685	0220019762
0220019464	0220019528	0220019613	0220019686	0220019763
0220019465	0220019529	0220019614	0220019687	0220019764
0220019466	0220019530	0220019615	0220019688	0220019765
0220019467	0220019531	0220019616	0220019689	0220019766
0220019468	0220019532	0220019617	0220019690	0220019782
0220019469	0220019533	0220019618	0220019691	0220019783
0220019470	0220019551	0220019619	0220019692	0220019784
0220019471	0220019553	0220019620	0220019693	0220019785
0220019472	0220019554	0220019621	0220019694	0220019786
0220019473	0220019555	0220019622	0220019695	0220019787
0220019474	0220019556	0220019623	0220019696	0220019788
0220019475	0220019557	0220019624	0220019697	0220019792
0220019476	0220019558	0220019630	0220019698	0220019793
0220019477	0220019559	0220019631	0220019699	0220019794
0220019478	0220019560	0220019632	0220019700	0220019795
0220019479	0220019561	0220019633	0220019701	0220019796
0220019480	0220019562	0220019634	0220019729	0220019797
0220019481	0220019563	0220019635	0220019730	0220019798
0220019482	0220019564	0220019636	0220019731	0220019799
0220019483	0220019565	0220019637	0220019732	0220019800
0220019484	0220019566	0220019638	0220019733	0220019801
0220019485	0220019568	0220019639	0220019734	0220019802
0220019486	0220019569	0220019640	0220019735	0220019803
0220019487	0220019570	0220019641	0220019736	0220019804
0220019488	0220019571	0220019642	0220019737	0220019805
0220019506	0220019572	0220019663	0220019738	0220019806
0220019507	0220019573	0220019665	0220019739	0220019807
0220019508	0220019574	0220019666	0220019740	0220019810
0220019509	0220019575	0220019667	0220019741	0220019811
0220019510	0220019576	0220019668	0220019742	0220019812
0220019511	0220019577	0220019669	0220019743	0220019813
0220019512	0220019578	0220019670	0220019744	0220019814
0220019514	0220019579	0220019671	0220019745	0220019815
0220019515	0220019580	0220019673	0220019749	0220019816
0220019516	0220019581	0220019674	0220019750	0220019817
0220019517	0220019582	0220019675	0220019751	0220019818
0220019518	0220019583	0220019676	0220019752	0220019819
0220019519	0220019584	0220019677	0220019753	0220019839
0220019520	0220019585	0220019678	0220019754	0220019840
0220019521	0220019586	0220019679	0220019755	0220019841
0220019522	0220019607	0220019680	0220019756	0220019842

**Service Letter JD 21-091
Master Serial number Listing**

SD-STL LP	(continued)			
0220019843	0220019909	0220019978	0220020046	0220020135
0220019844	0220019910	0220019979	0220020048	0220020136
0220019845	0220019911	0220019980	0220020049	0220020137
0220019846	0220019912	0220019981	0220020050	0220020138
0220019847	0220019913	0220019982	0220020051	0220020139
0220019848	0220019914	0220019983	0220020052	0220020141
0220019849	0220019915	0220019984	0220020074	0220020142
0220019850	0220019916	0220019985	0220020075	0220020143
0220019851	0220019917	0220019986	0220020076	0220020144
0220019852	0220019918	0220019987	0220020077	0220020145
0220019853	0220019919	0220019988	0220020078	0220020146
0220019854	0220019920	0220019989	0220020079	0220020149
0220019855	0220019921	0220019990	0220020080	0220020150
0220019856	0220019922	0220019991	0220020081	0220020151
0220019857	0220019923	0220019992	0220020082	0220020152
0220019858	0220019924	0220019993	0220020083	0220020153
0220019859	0220019925	0220019994	0220020084	0220020154
0220019860	0220019926	0220020017	0220020085	0220020155
0220019861	0220019927	0220020018	0220020086	0220020156
0220019862	0220019928	0220020019	0220020088	0220020157
0220019863	0220019929	0220020020	0220020089	0220020158
0220019864	0220019930	0220020021	0220020090	0220020159
0220019865	0220019931	0220020022	0220020091	0220020160
0220019866	0220019932	0220020023	0220020092	0220020161
0220019867	0220019933	0220020024	0220020093	0220020162
0220019868	0220019934	0220020025	0220020094	0220020163
0220019869	0220019936	0220020026	0220020095	0220020164
0220019870	0220019958	0220020027	0220020096	0220020165
0220019871	0220019959	0220020028	0220020097	0220020166
0220019872	0220019960	0220020029	0220020098	0220020167
0220019873	0220019961	0220020030	0220020099	0220020168
0220019874	0220019962	0220020031	0220020100	0220020169
0220019875	0220019963	0220020032	0220020101	0220020170
0220019876	0220019964	0220020033	0220020102	0220020191
0220019877	0220019965	0220020034	0220020103	0220020192
0220019898	0220019966	0220020035	0220020104	0220020193
0220019899	0220019967	0220020036	0220020105	0220020194
0220019900	0220019968	0220020037	0220020106	0220020195
0220019901	0220019969	0220020038	0220020107	0220020196
0220019902	0220019970	0220020039	0220020108	0220020197
0220019903	0220019971	0220020040	0220020109	0220020198
0220019904	0220019972	0220020041	0220020111	0220020209
0220019905	0220019973	0220020042	0220020112	0220020238
0220019906	0220019974	0220020043	0220020132	0220020239
0220019907	0220019976	0220020044	0220020133	0220020246
0220019908	0220019977	0220020045	0220020134	0220020247

**Service Letter JD 21-091
Master Serial number Listing**

SD-STL LP	(continued)			
0220020251	0220020340	0220020434	0220020536	0220020631
0220020252	0220020341	0220020435	0220020537	0220020633
0220020253	0220020342	0220020436	0220020538	0220020634
0220020254	0220020343	0220020437	0220020539	0220020635
0220020255	0220020348	0220020438	0220020540	0220020636
0220020256	0220020349	0220020439	0220020541	0220020637
0220020257	0220020350	0220020440	0220020542	0220020638
0220020258	0220020351	0220020463	0220020543	0220020639
0220020259	0220020352	0220020464	0220020544	0220020642
0220020260	0220020353	0220020468	0220020566	0220020643
0220020262	0220020354	0220020469	0220020567	0220020644
0220020263	0220020355	0220020470	0220020568	0220020645
0220020264	0220020356	0220020471	0220020569	0220020646
0220020281	0220020357	0220020472	0220020570	0220020673
0220020296	0220020373	0220020473	0220020571	0220020674
0220020297	0220020374	0220020478	0220020572	0220020675
0220020298	0220020375	0220020479	0220020573	0220020676
0220020299	0220020377	0220020480	0220020574	0220020682
0220020300	0220020378	0220020481	0220020575	0220020683
0220020301	0220020379	0220020482	0220020576	0220020684
0220020302	0220020380	0220020489	0220020579	0220020685
0220020303	0220020381	0220020490	0220020580	0220020686
0220020304	0220020382	0220020491	0220020582	0220020687
0220020305	0220020383	0220020513	0220020587	0220020688
0220020312	0220020388	0220020514	0220020588	0220020689
0220020313	0220020389	0220020515	0220020589	0220020690
0220020314	0220020390	0220020516	0220020590	0220020691
0220020315	0220020391	0220020517	0220020591	0220020692
0220020316	0220020392	0220020518	0220020592	0220020694
0220020317	0220020393	0220020519	0220020593	0220020726
0220020318	0220020394	0220020520	0220020594	0220020727
0220020319	0220020395	0220020521	0220020595	0220020728
0220020320	0220020396	0220020522	0220020596	0220020733
0220020321	0220020397	0220020523	0220020597	0220020734
0220020322	0220020398	0220020524	0220020619	0220020742
0220020324	0220020399	0220020525	0220020620	0220020744
0220020325	0220020420	0220020526	0220020621	0220020745
0220020326	0220020421	0220020527	0220020622	0220020746
0220020327	0220020426	0220020528	0220020623	0220020747
0220020328	0220020427	0220020529	0220020624	0220020748
0220020329	0220020428	0220020530	0220020625	0220020749
0220020332	0220020429	0220020531	0220020626	0220020774
0220020336	0220020430	0220020532	0220020627	0220020789
0220020337	0220020431	0220020533	0220020628	0220020796
0220020338	0220020432	0220020534	0220020629	0220020797
0220020339	0220020433	0220020535	0220020630	0220020830

**Service Letter JD 21-091
Master Serial number Listing**

SD-STL LP	(continued)			
0220020831	0220020843	0220020913	0220020917	0220020921
0220020832	0220020844	0220020914	0220020918	0220020922
0220020840	0220020845	0220020915	0220020919	0220020923
0220020841	0220020846	0220020916	0220020920	0220020932
0220020842				