

Service Letter

Reference: JD 24-340

Date: December 5, 2024

Attention: Jerr-Dan Distributors

Models Affected: Carriers: 6 Ton and 8.5 Ton

Subject: Carrier Deck Tilt Cylinder

Issue: Tilt cylinder Part Number 1001270175 may have insufficient fusion and/or undercut weld on the rod end steel bushing.

Resolution:

1. Owners of the affected Carriers should contact their distributor to schedule an appointment to have this Service Letter completed.
2. This Service Letter only applies to Carriers built with tilt cylinder part number 1001270175 manufactured between Week 01 and Week 12 of 2024, identified by date codes **0124** through **1224**. See Figure 1. below. A master serial number list of units that need to be inspected and/or replaced is attached.



Figure 1.

3. Service Kit part number 70053973, which contains two (2) new 1001270175 tilt cylinders, has been created to support this Service Letter.

Procedure:

1. Inspect both tilt cylinders for affected date codes (0124-1224).
 - a. **If zero (0) are identified:** no additional action is required.
 - i. Jerr-Dan will reimburse up to 30 minutes of labor for inspection for any Subframe kits or mounted units determined to have zero (0) affected tilt cylinders.
 - ii. Record both identified date codes in the "Cause for Replacement or Repair" section of the ServiceBench claim form.
 - b. **If either one (1) or two (2) cylinders are affected:** order quantity x 1 of Service Kit part number 70053973 and replace BOTH cylinders.
 - i. Jerr-Dan will provide reimbursement up to one (1) hour of labor if the affected cylinders were replaced from Subframe kits.
 - ii. Jerr-Dan will reimburse up to two (2) hours of labor if the affected cylinders were replaced from a mounted Carrier unit.
 - c. The replaced cylinders must be destroyed by either cutting the flow tube or by drilling a minimum of one inch (1") hole in the cylinder barrel, and then scrapped.
 - d. The enclosed Certificate of Destruction must be completed and is required as part of the ServiceBench warranty claim submission process for any replaced cylinders. The certificate must include the Jerr-Dan serial number, cylinder part number, and date codes to be considered for warranty reimbursement.
2. Distributors should download and review the latest copy of the Carrier Installation Manual, Rev L (or newer) 5376000212. Manuals can be found at <https://onlineexpress.jerrdan.com/>.
The knock-out remains 3/16 in. +/- 1/16 in.

Warranty:

1. Campaign payment claims must be processed in ServiceBench following the normal warranty claim protocols with these additional requirements:
 - a. The campaign number, JD 24-340, must be referenced in the "Authorization /Campaign #" field."
 - b. **The Certificate of Destruction 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
2. Attached is a copy of the master serial number list of the affected units.
3. This Service Letter should be completed no later than September 30, 2025.

CERTIFICATE OF DESTRUCTION

As Required by JD 24-340

Distributor Name: _____

Distributor Address: _____

Street: _____

City, State, Zip: _____

Distributor Phone: _____

Distributor Representative: _____

Complete the table below by filling in the necessary fields:

Truck Serial Number	Cylinder PN	Date Code
0221234567	1001270175	0124
Example	1001270175	0324

I, _____, do hereby certify that the cylinders listed above have been destroyed and scrapped in accordance with the requirements of Service Letter JD 24-340.

Signature

Date

If additional machine fields are necessary, print additional copies and complete as necessary.
Once complete, this form must be attached to your ServiceBench claim form and submitted with your claim.
Contact Jerr-Dan Warranty at warranty@jerrdan.com with any questions.



BECAUSE THE WORK **DEMANDS** IT.

**Service Letter
JD 24-340
Master Serial Number Listing**

0220030238	0220030510	0220031198	0220031262	0220031312
0220030239	0220030511	0220031199	0220031263	0220031313
0220030240	0220030513	0220031200	0220031264	0220031314
0220030241	0220030514	0220031201	0220031265	0220031315
0220030242	0220030515	0220031202	0220031266	0220031316
0220030243	0220030516	0220031207	0220031267	0220031317
0220030244	0220030517	0220031208	0220031268	0220031318
0220030245	0220030518	0220031209	0220031269	0220031319
0220030246	0220030519	0220031210	0220031271	0220031320
0220030247	0220030520	0220031211	0220031272	0220031321
0220030248	0220030521	0220031212	0220031273	0220031322
0220030249	0220030522	0220031219	0220031274	0220031323
0220030250	0220030523	0220031232	0220031275	0220031324
0220030251	0220030524	0220031235	0220031276	0220031325
0220030252	0220030525	0220031236	0220031277	0220031326
0220030253	0220030526	0220031237	0220031278	0220031327
0220030254	0220030527	0220031238	0220031284	0220031328
0220030255	0220030528	0220031239	0220031285	0220031329
0220030256	0220030529	0220031240	0220031286	0220031330
0220030257	0220030530	0220031241	0220031287	0220031331
0220030258	0220030752	0220031242	0220031292	0220031332
0220030259	0220030753	0220031243	0220031293	0220031333
0220030260	0220030754	0220031244	0220031294	0220031334
0220030261	0220030755	0220031245	0220031295	0220031335
0220030262	0220030756	0220031246	0220031296	0220031336
0220030263	0220031132	0220031247	0220031297	0220031337
0220030264	0220031133	0220031248	0220031298	0220031338
0220030265	0220031134	0220031249	0220031299	0220031339
0220030266	0220031161	0220031250	0220031300	0220031340
0220030267	0220031162	0220031251	0220031301	0220031341
0220030500	0220031187	0220031252	0220031302	0220031342
0220030501	0220031188	0220031253	0220031303	0220031343
0220030502	0220031190	0220031254	0220031304	0220031344
0220030503	0220031191	0220031255	0220031305	0220031345
0220030504	0220031192	0220031256	0220031306	0220031346
0220030505	0220031193	0220031257	0220031307	0220031347
0220030506	0220031194	0220031258	0220031308	0220031348
0220030507	0220031195	0220031259	0220031309	0220031349
0220030508	0220031196	0220031260	0220031310	0220031350
0220030509	0220031197	0220031261	0220031311	0220031351



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0220031353	0220031405	0220031450	0220031499	0220031568
0220031354	0220031406	0220031451	0220031500	0220031569
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0220031372	0220031420	0220031469	0220031514	0220031583
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0220031376	0220031424	0220031473	0220031518	0220031587
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0220031379	0220031427	0220031476	0220031521	0220031590
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0220031383	0220031431	0220031480	0220031525	0220031595
0220031384	0220031432	0220031481	0220031526	0220031596
0220031385	0220031433	0220031482	0220031527	0220031597
0220031386	0220031434	0220031483	0220031528	0220031598
0220031387	0220031435	0220031484	0220031529	0220031599
0220031388	0220031436	0220031485	0220031530	0220031600
0220031389	0220031437	0220031486	0220031531	0220031601
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0220031396	0220031441	0220031490	0220031535	0220031605
0220031397	0220031442	0220031491	0220031536	0220031606
0220031398	0220031443	0220031492	0220031537	0220031607
0220031399	0220031444	0220031493	0220031562	0220031608
0220031400	0220031445	0220031494	0220031563	0220031609
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0220031402	0220031447	0220031496	0220031565	0220031611
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