

Service Letter

Reference: JD 26-202

Date: July 21st, 2026

Attention: Jerr-Dan Distributors

Models Affected: Certain JD25 INT, JD35 INT, JD35 IND, JD50 INT, JD60 IND

Subject: Boom lift cylinders

Issue: A population of boom lift cylinders on certain heavy-duty wreckers may have non-conforming welds at the cylinder barrel mounting lug that pins it to the truck sub-frame.

Identification:

1. Affected truck owners on record have been mailed a notice instructing them to contact their local Jerr-Dan distributor to assist in identifying if their unit is equipped with impacted boom lift cylinders. It is believed not all trucks identified for inspection will have impacted boom cylinders.
2. Distributors contacted by affected unit owners will need to communicate with them to determine if their unit is equipped with impacted boom lift cylinders.
3. The suspect boom lift cylinders can be identified based on several visual characteristics that are different from non-suspect lift cylinders. Distributors shall make this determination based on customer provided images which can later be added to a warranty pre-authorization case when contacting Jerr-Dan for warranty.
4. Reference the "Procedure – Cylinder Inspection" section later in this document for inspection guidance.
5. Outcome:
 - a. If it is determined the owner's unit **DOES NOT HAVE** impacted boom lift cylinders, no further action is required for that serial number. A "labor only" warranty claim must be filed according to "Warranty" guidelines later in this document.
 - b. If it is determined the owner's unit **DOES HAVE** impacted boom lift cylinders, arrangements must be made to have the boom lift cylinders replaced on that unit. Upon completion of the replacement of both cylinders, a warranty claim can be filed according to the "Warranty" guidelines later in this document.
6. Please contact Jerr-Dan Customer Service if you have questions related to the proper identification of the cylinder.
7. A complete list of affected Jerr-Dan serial numbers is available in the "Population" section later in this document.

Resolution:

1. Once confirmed that an owner's unit is equipped with suspect boom lift cylinders, arrangements must be made to have both boom lift cylinders replaced. Distributors must maintain communication with the unit owner to schedule an appointment to have this service letter completed.
2. Prompt attention and proper planning by the Distributor must be employed to minimize downtime of the unit.
3. This Service Letter only applies to the Jerr-Dan serial numbers contained in the "Population" section of this document.
4. This Service Letter should be completed no later than December 31, 2027.

Parts Needed (Model Specific):

TRUCK MODEL	QTY	PART NUMBER	DESCRIPTION
JD25 INTEGRATED	2	1001284484	Boom lift cylinder
	~4 gal.	Local source	MV 32 grade hydraulic fluid

JD35 INTEGRATED	2	1001284483	Boom lift cylinder
	~6 gal.	Local source	MV 32 grade hydraulic fluid

JD35 INDEPENDANT	2	1001286146	Boom lift cylinder
	~7 gal.	Local source	MV 32 grade hydraulic fluid

JD50 INTEGRATED JD60 INDEPENDANT	2	1001280402	Boom lift cylinder
	~18 gal.	Local source	MV 32 grade hydraulic fluid

Procedure – Cylinder Inspection:

1. As previously stated, it is believed not all units identified for inspection will have suspect boom cylinders.
2. Image 1 provides visual characteristics that help to identify suspect cylinders.

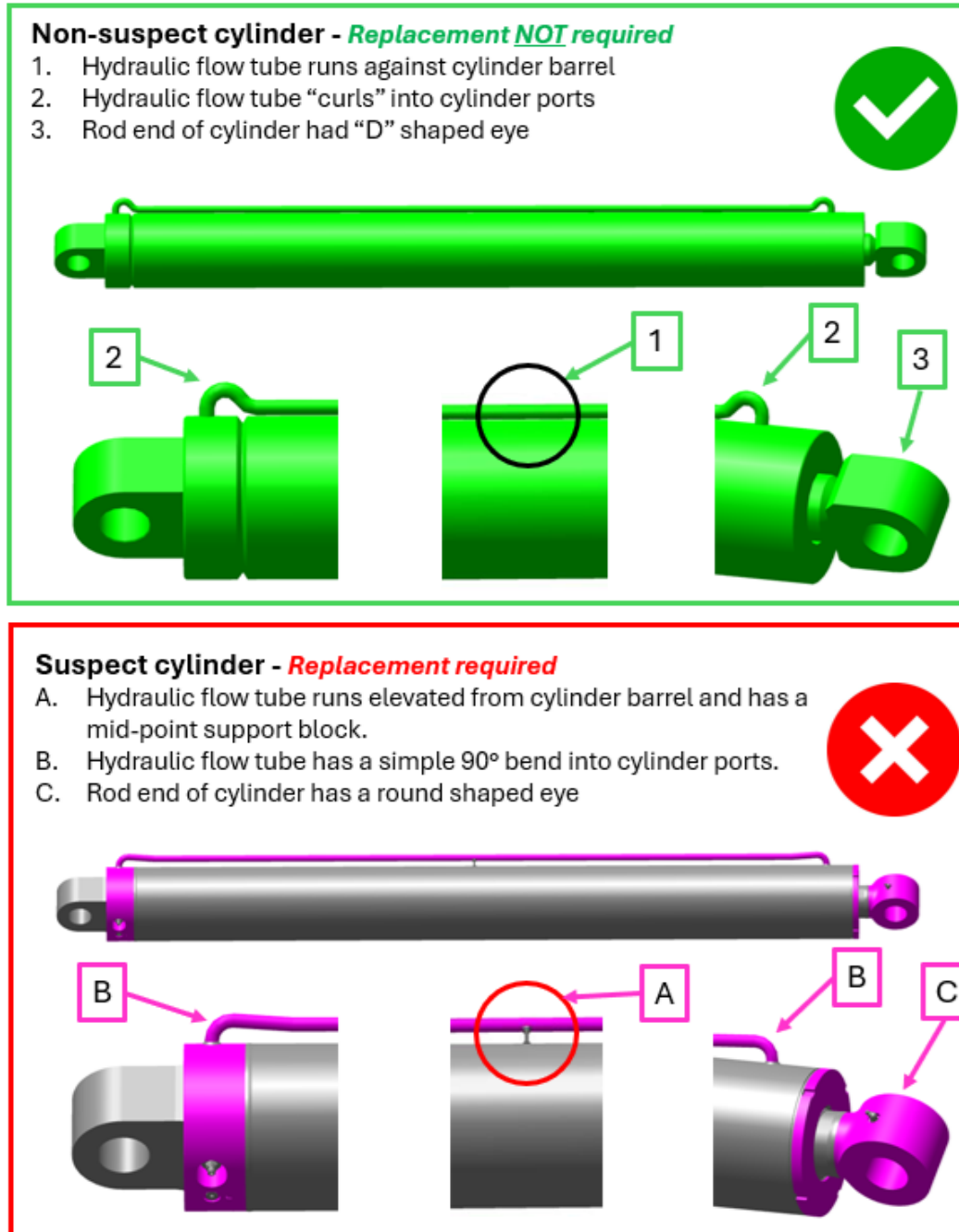
Cylinder Identification

Image 1

Procedure – Cylinder Removal:

Prior to any work being performed, refer to the Jerr-Dan operations manual Section 6; MAINTENANCE - INTRODUCTION for safety and service warnings.

1. Deflate air suspension.
2. Support the boom by adding a jack or cribbing under the knee boom/underlift suitable for supporting the weight of the boom.
3. Using the controls, lower the boom onto the cribbing to take pressure off the lift cylinders.
4. A single cylinder can weigh up to 600 pounds. Ensure you are using a suitable sling for supporting the weight of the cylinder. Attach the sling around the driver side cylinder and to an overhead lifting device (overhead crane or forklift), using the sling to support the weight of the cylinder. Be sure to get the sling as close to the cylinder's center of gravity as possible.
5. Mark the hose locations and remove the hoses from the cylinder. Plug the hoses and cap the cylinder fittings to minimize oil spillage. Retain fittings for transfer to new cylinder.
6. At the rod end of the cylinder, remove the cylinder retaining pin from the boom separating the cylinder from the boom. Inspect pin, and if suitable, retain pin for new cylinder installation.
7. Remove the retaining pin from the barrel end of the cylinder separating it from the sub-frame. Inspect pin, and if suitable, retain pin for new cylinder installation.
8. Carefully lift and remove the cylinder from the wrecker.

Procedure – Cylinder Installation:

1. **Note:** Refer to the "Assembly Torque Requirements" section for model specific torque.
2. Prep the driver's side cylinder for installation. Apply moly grease to the cylinder retaining pins and pin bores. Transfer fittings from the old cylinder to the new cylinder; torque to specification.
3. Using a sling suitable for supporting the weight of the lift cylinder, attach the sling around the cylinder and to an overhead lifting device (overhead crane or forklift), using the sling to lift the weight of the cylinder. Be sure to get the sling as close to the cylinder's center of gravity as possible.
4. Lift the cylinder into place. Align the cylinder barrel end. Pin bore to the to the sub-frame pin bore and insert the retaining pin. Torque the pin retention bolt to specification.
5. Attach the hydraulic hoses to the cylinder and torque to specification.
6. Use the proportional hydraulic controls to extend/retract the cylinder to align the rod end of the cylinder pin bore to the boom pin bore. Once aligned insert the retaining pin and torque the pin retention bolt to specification.
7. Using the proportional hydraulic controls raise the boom and remove cribbing.
8. Cycle the boom fully up and down to check operation and inspect for leaks.

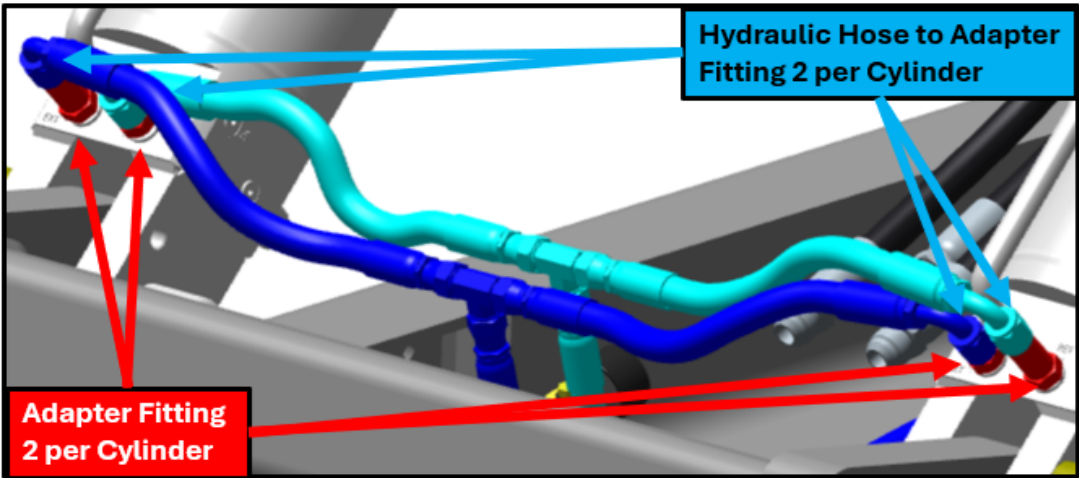
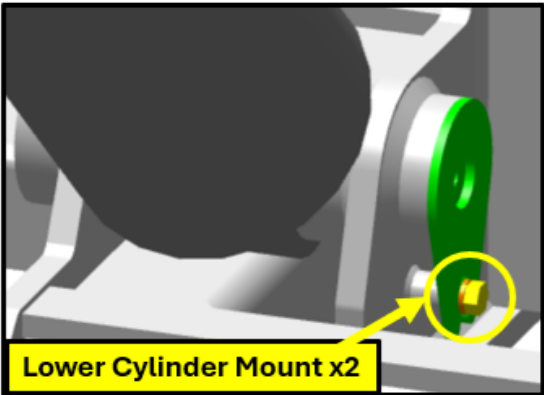
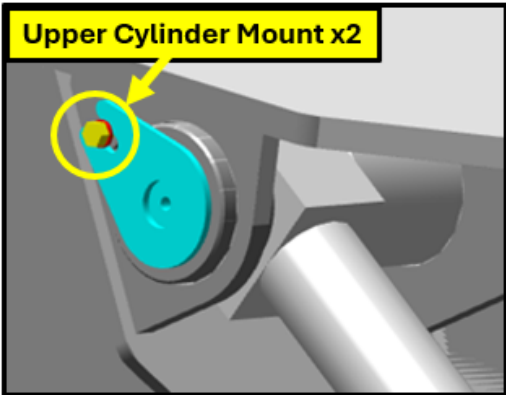
Repeat both procedures above for the removal and installation of the passenger boom lift cylinder.

Returning Truck to Service:

- 1. Remove the “Do Not Operate” tags from the steering wheel and the ignition switch.
- 2. Test the functions of the unit for proper operation.
- 3. Ensure no leaks are present.
- 4. Return the unit into service.

Assembly Torque Requirements:

Wrecker Model	Torque: Adaptor Fitting to Cylinder Port (ORB)	Torque: Adaptor Fitting to Hydraulic hose (JIC)	Torque: Upper and Lower Cylinder Keeper Pin
JD 50T INT	55 Ft/lbs	44 Ft/lbs	All keeper pin bolts: 85 Ft/lbs + Loctite 242
JD 60T	55 Ft/lbs	44 Ft/lbs	
JD35T INT	31 Ft/lbs	23 Ft/lbs	
JD35T HDUL	55 Ft/lbs	24 Ft/lbs	
JD25T	55 Ft/lbs	44 Ft/lbs	



Destruction of Removed Cylinders:

It is required that the removed cylinders be destroyed in such a way that they are permanently and irrevocably prevented from any continued use or function. The Distributor will render the removed impacted boom lift cylinders permanently unusable and have them scrapped according to local regulation. A certificate of destruction must be submitted with the warranty claim to be considered for reimbursement.

Warranty:

1. See table 1 for campaign allowances:

Affected cylinder inspection and verification	1 Hour
Boom lift cylinder replacement	6 Hours (3 hours per side)
Hydraulic fluid allowance	Volume varies by model
Customization allowance	Special paint / decaling
Destruction of both removed cylinders	1 Hour

Table 1

2. Warranty claims must be processed in ServiceBench following the normal warranty claim protocols with these additional requirements:
 - a. The campaign number, JD 26-202, must be referenced in the "Authorization / Campaign #" field.
 - b. **The Certificate of Destruction must be attached to the warranty claim.**
 - c. Contact the Jerr-Dan Warranty team for additional information regarding filing a warranty claim.
 Email : warranty@jerrdan.com
 Phone : (800) 926-9666

Population
Service Letter JD 26-202
Master Serial Number Listing

JD25 Integrated

0230010922	0230012057	0230012450	0230012582	0230012745	0230012985
0230011241	0230012115	0230012467	0230012630	0230012772	0230012986
0230011444	0230012140	0230012491	0230012638	0230012775	0230013075
0230011595	0230012354	0230012514	0230012667	0230012778	
0230011735	0230012395	0230012515	0230012705	0230012821	
0230011912	0230012404	0230012556	0230012718	0230012844	
0230012007	0230012405	0230012580	0230012727	0230012870	
0230012041	0230012430	0230012581	0230012744	0230012884	

JD35 Integrated

0230010066	0230011517	0230012059	0230012322	0230012639	0230013203
0230010761	0230011557	0230012116	0230012355	0230012654	0230013226
0230010763	0230011662	0230012141	0230012356	0230012668	0230013236
0230010765	0230011736	0230012142	0230012431	0230012676	0230013246
0230010822	0230011874	0230012168	0230012451	0230012678	0230013267
0230011070	0230011913	0230012177	0230012452	0230012713	0230013277
0230011120	0230011946	0230012209	0230012468	0230012719	0230013286
0230011198	0230011947	0230012269	0230012516	0230012732	
0230011278	0230011949	0230012270	0230012557	0230012885	
0230011369	0230012008	0230012287	0230012605	0230013160	
0230011487	0230012058	0230012289	0230012620	0230013184	

JD35 Independent

0230012944	0230013132
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JD50 Integrated

0230010321	0230010777	0230011199	0230011945	0230012323	0230013099
0230010378	0230010778	0230011300	0230012009	0230012396	0230013100
0230010436	0230010780	0230011403	0230012077	0230012406	0230013118
0230010669	0230010787	0230011514	0230012117	0230012494	0230013146
0230010670	0230010820	0230011518	0230012169	0230012655	0230013173
0230010712	0230010843	0230011596	0230012210	0230012728	0230013194
0230010715	0230010844	0230011663	0230012244	0230012748	
0230010716	0230010845	0230011875	0230012271	0230012773	
0230010774	0230010882	0230011908	0230012288	0230012801	
0230010776	0230011071	0230011944	0230012290	0230013009	

JD60 Independent

0230010629	0230011370	0230011950	0230012493	0230013034
0230010923	0230011844	0230011977	0230012945	

CERTIFICATE OF DESTRUCTION

As Required by JD 26-202

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 them as necessary.

Once complete, this form must be attached to your Service Bench claim form and submitted with your claim. Contact Jerr-Dan Warranty at warranty@jerrdan.com with any questions.



Product Owner Update Form

- Complete ALL Sections of this form and mail or fax to the appropriate location specified below.
- It is very important to keep Jerr-Dan updated with current product ownership information. By registering the products you own, you can ensure that Jerr-Dan will be better prepared to serve you and provide support.
- DO NOT include Lessees/Renters of Leased/Rented Products on this form.
- To report a *Scrapped, Stolen, Missing, or Recovered product*, use the "Jerr-Dan Product Status Verification Form No. PSR015-JDC."

Product Information

Make: _____ Model: _____

Serial Number or VIN/PIN: _____

Make: _____ Model: _____

Serial Number or VIN/PIN: _____

Make: _____ Model: _____

Serial Number or VIN/PIN: _____

Make: _____ Model: _____

Serial Number or VIN/PIN: _____

Contact Information

Company Name: _____

Street Address: _____

Address1: _____

City: _____ State/Province: _____ Zip/Postal Code: _____ Country: _____

Telephone: _____ Facsimile: _____ E-Mail Address: _____

Contact Name: _____ Signature: _____ Date: _____

*Product Owner Information ☐ (Same as Contact)

Company Name: _____

Street Address: _____

Address1: _____

City: _____ State/Province: _____ Zip/Postal Code: _____ Country: _____

Telephone: _____ Facsimile: _____ E-Mail/Website Address: _____

Mail or Fax Completed Form to:

Jerr-Dan Corporation
Product Safety & Reliability Department
13224 Fountainhead Plaza
Hagerstown, MD 21742

Facsimile: 301/745-3713
Email: productsafety@jerr-dan.com



Product Safety & Reliability Department
13224 Fountainhead Plaza
Hagerstown, MD 21742
Telephone: (800) 926-9666
Facsimile: (301) 745-3713
E-Mail Address: ProductSafety@Jerr-Dan.com

Campaign Completion Form	➤ Complete <u>ALL</u> Sections of this form and mail or fax to the location specified above.		
Product Information			
Make: _____	Model: _____	Hour Meter Reading: _____	
Serial Number or VIN/PIN: _____			
Completion Information			
Bulletin Number: _____		Completion Date: _____	
Completed By Contact Information			
Company Name: _____			
Street Address: _____		Address1: _____	
City: _____	State/Province: _____	Zip/Postal Code: _____	Country: _____
Telephone: _____	Facsimile: _____		E-Mail Address: _____
Contact Name: _____	Signature: _____		Date: _____

* If you would like to update the current ownership information that we have on file for the above referenced unit, please complete and return an Owner Update Form (PSR008-JDC).