

JERR-DAN CORPORATION

13224 FOUNTAINHEAD PLAZA
HAGERSTOWN, MD 21742
1-800-926-9666
www.jerr-dan.com

IMPORTANT SAFETY RECALL NOTICE

Attention: Jerr-Dan Dealer
Subject: Software Update on Portable Control Unit
Models Affected: Heavy Duty Wrecker
Date: August 15, 2019
Reference Number: 19V-492

Purpose:

Jerr-Dan Corporation has decided that a defect, which relates to motor vehicle safety, exists in certain model year 2018-2019 Heavy Duty Wrecker vehicles manufactured May 9, 2018 through June 4, 2019. The defect exists in the optional portable control unit transmitter, "remote", see figure #1. Jerr-Dan has determined that if the remote and the control system switch are both not turned off, after 3 minutes of inactivity of the remote, the truck engine will shut off. There is an increased risk of a crash if the truck engine shuts off while driving. This Recall must be completed on all affected units.



Figure #1

Required Action:

1. Owners of the affected Heavy Duty Wreckers, manufactured May 9, 2018 through June 4, 2019, have received a Safety Recall Notice, NHTSA Campaign Number – 19V-492 (example enclosed). Owners of the affected trucks have been instructed to ship their optional portable control unit, "remote", to Jerr-Dan for a software update to have this Recall performed.
2. Attached is a copy of the master serial number list of the affected Heavy Duty Wreckers.
3. If contacted by an owner of an affected Heavy Duty Wrecker, please advise them to follow the instructions in the campaign mailing or contact Jerr-Dan Product Safety and Reliability Department by:

Email: productsafety@jerrdan.com

Telephone: 1-800-926-9666

4. Please be reminded that it is a violation of Federal law for you to sell or lease an affected Heavy Duty Wrecker covered by this notification until this recall has been performed on the affected Heavy Duty Wrecker. Substantial civil penalties apply to violations of this law.

Reimbursement of Costs:

Jerr-Dan will provide a pre-paid UPS shipping label, reprogram the remote and ship it back at no cost. Jerr-Dan will not be providing any warranty reimbursement for this Recall.

Contacts:

If you have any questions or need further information, please contact the Product Safety and Reliability Department by email (productsafety@jerrdan.com) or telephone (800-926-9666).

Enclosures:

Master Serial Number List

Example – Safety Recall Notice (Product Owner Notification)

Owner Update Form

Campaign Completion Form

Safety Recall Notice #19V-492
Master Serial Number Listing

0230005917
0230005952
0230005986
0230006118
0230006135
0230006150
0230006168
0230006217
0230006245
0230006298
0230006299
0230006352
0230006413
0230006487
0230006488
0230006575
0230006619
0230006645
0230006646
0230006703
0230006761
0230006762
0230006790
0230006843
0230006844
0230006869
0230006893
0230006919
0230006989

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IMPORTANT SAFETY RECALL NOTICE

Attn: Jerr-Dan Product Owner

Date: August 15, 2019
Reference Number: 19V-492

Re: Heavy Duty Wrecker

Subject: Software Update on Portable Control Unit Transmitter

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

REASON FOR THIS RECALL

Jerr-Dan Corporation has decided that a defect, which relates to motor vehicle safety, exists in certain model year 2018-2019 Heavy Duty Wreckers manufactured May 9, 2018 through June 4, 2019. The defect exists in the optional portable control unit transmitter, "remote", see figure #1. Jerr-Dan has determined that if the remote and the control system switch are both not turned off, after 3 minutes of inactivity of the remote the truck engine will shut off. There is an increased risk of a crash if the truck engine shuts off while driving. This Recall must be completed on all affected units.



Figure #1

WHAT SHOULD YOU DO?

Please remove the remote from the wrecker as soon as possible, fill out the attached Portable Control Unit Reprogram Form. This form will include shipping instructions and attached is a prepaid UPS shipping label (overnight shipment) to return the remote to Jerr-Dan. Jerr-Dan will reprogram the remote (approximately 10 minutes) and immediately reship (overnight shipment) it to the address provided on the form.

Jerr-Dan is best equipped to upgrade the software in your remote. For any questions regarding the timing of the software update, please contact the Jerr-Dan Product Safety and Reliability Department by:

Email: productsafety@jerrdan.com

Telephone: 1-800-926-9666

After contacting the Jerr-Dan Product Safety and Reliability Department, if you are still not able to have the safety defect remedied without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590 or call 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of shipping the remote. For more information please contact Jerr-Dan at:

Email: productsafety@jerrdan.com

Telephone: 1-800-926-9666

Owner Verification:

An Individual Serial Number List is enclosed, indicating Heavy Duty Wrecker(s) that you own according to Jerr-Dan records. Please review and verify your ownership of the units on the enclosed Individual Serial Number List. If the information specified on the Individual Serial Number List is incorrect, immediately complete the enclosed Owner Update Form for each incorrect unit and send the updated information to Jerr-Dan in accordance with the instructions on the form. Jerr-Dan will then contact the new owner of the wrecker.

Federal law requires any lessor who receives a notification of a determination of a safety-related defect or noncompliance pertaining to any leased motor vehicle shall send the notice to the lessee within 10 days.

We are sorry for any inconvenience. However, we have taken this action in the interest of your safety and continued satisfaction with our products.

Jerr-Dan Corporation
Product Safety and Reliability Dept.

Enclosures:

Portable Control Unit Reprogram Form

Pre-Paid UPS Shipping Label

Owner Update Form

Individual Serial Number List



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

Portable Control Unit Reprogram Form

Reference Number
19V-492

> Complete ALL Sections of this form and include it with the remote when shipping.

Heavy Duty Wrecker Information

Make: _____ Model (circle one): 35 INT: _____ 50-INT _____ 50-IND _____

Wrecker Serial Number: 0 2 3 0 0 0 _____

Remote Information

(See decal on underside of remote)

Build Date (YYWW): _____

Remote Serial Number: _____

Remote owner Contact Information

(Remote will be shipped to this address from Jerr-Dan after the software update)

Company Name: _____

Street Address: _____

Address1: _____

City: _____

State/Province: _____

Zip/Postal Code: _____

Country: _____

Telephone: _____

Facsimile: _____

E-Mail Address: _____

Contact Name: _____

Signature: _____

Date: _____

****IMPORTANT: DO NOT SHIP THE REMOTE BATTERY! ****

Return Remote via enclosed Pre-paid UPS label to:

Jerr-Dan Corporation
Attention: 19V-492
13224 Fountainhead Plaza
Hagerstown, MD 21742

Reference Number: 19V-492



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
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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.
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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).***