

May 10th, 2021

## IMPORTANT SAFETY RECALL

This notice applies to your vehicle, (1M2GR3); and the affected roll-off or hook-lift equipment models listed below.

**NHTSA ID: 21V254**

Dear ,

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

### Why is a recall being conducted?

Palfinger/Omaha Standard LLC (“Palfinger”) has determined that a defect relating to motor vehicle safety exists in certain models of its roll-off and hook-lift assemblies that contain a tarping system that can fail and break apart. The following Palfinger models may be affected:

ARH-75-22
ARH-75-22-I/O
ARH-75-22-XD
ART-30-22
ART-30-22-ET
ART-75-22
ART-75-22-ET
ARB-75-22
ARD-75-22-ET
T-29L
T-29XL
T-40L
T-50

Palfinger has determined that certain aluminum tarp arms produced by one of our suppliers were not manufactured in accord with industry standards. There is fatigue failure at the base of a welded gusset where the upper tarp arm inserts into the lower tarp arm. This condition may result in the tarp arms cracking or breaking apart at the elbow joint and the lower arms snapping back toward the rear of the roll-off bed. Such failure could result in serious injury to persons or property damage.

### **What are we doing about the problem?**

Vehicles subject to this recall will be inspected by a Palfinger technician, and those containing the defective tarping system will be returned to Palfinger facilities in either Trenton or Jackson, New Jersey, where the tarping system will be replaced. Upon completion of this service work, the vehicle will be returned to the customer. This recall repair is **FREE**.

### **What should you do?**

Contact our Customer Service Department as soon as possible at [609-588-5400](tel:609-588-5400) and make an appointment to have your affected tarping system replaced for **FREE**.

### **How long will it take?**

The work will be completed as quickly and efficiently as possible to minimize inconvenience to customers. This replacement work is expected to take approximately eight hours, although we may need your vehicle for a longer period of time.

If, after having attempted to take advantage of this recall, you believe that you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C. 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

At Palfinger, the safety of our customers is a top priority. We appreciate your confidence in our product and wish to do everything we can to retain that confidence. We apologize for any inconvenience that this safety recall may cause you.

Sincerely,

William J. Fenton, ASQ CMQ/OE  
Regional Quality Manager



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