



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

February 10, 2023

Mr. Rick Wolthuizen
Quality Manager
Maintainer Corporation of Iowa, Inc.
1701 2nd Avenue
Sheldon, IA 51201

NEF-107MR
23V-057

Subject: Loss of Hydraulic Crane Control

Dear Mr. Wolthuizen:

This letter serves to acknowledge Maintainer Corporation of Iowa, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

MAINTAINER/CRANE W/ SERVICE BODY/2019-2023

Mfr's Report Date: February 7, 2023

NHTSA Campaign Number: 23V-057

Components:

EQUIPMENT:MECHANICAL:BOOM/CRANE/LADDER

Potential Number of Units Affected: 1,120

Problem Description:

Maintainer Corporation of Iowa, Inc. (Maintainer) is recalling certain 2019-2023 Maintainer Service Trucks with Hydraulic Telescopic Cranes. During crane operation, if power gets disconnected to the receiver on the Maintainer crane, the crane may continue to move without control of the user.

Consequence:

Losing control over the crane while it is moving may increase the risk of injury to the operator or those nearby.

Remedy:

Maintainer will install a software update, free of charge. Owner notification letters are expected to be mailed before April 7, 2023. Owners may contact Maintainer customer service at 1-800-831-8588.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.nhtsa.gov.



Please ensure the following requirements are met:

As required in Part 573.6(c)(6), in the case of a defect, please provide a chronology of all principal events that were the basis for the determination that the defect related to motor vehicle safety, including a summary of all warranty claims, field or service reports, and other information (such as the numbers of deaths and/or injuries), with their dates of receipt. Please include the date when the issue was discovered and when Maintainer decided to file a recall.

AMENDED 573 REQUIRED.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Maintainer Corporation of Iowa, Inc.'s contact for this recall will be Michelle Rice who may be reached by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement