



February 17, 2023

## IMPORTANT SAFETY RECALL: 23V057

This notice applies to your vehicle identification number below.

Maintainer Unit Number: XXXXXX  
Vehicle VIN Number: XXXXXXXXXXXX  
Customer Unit # (if applicable) XXXXXX

Customer Contact Name  
Customer Company Name  
Address  
City, State Zipcode

Dear Valued Customer,

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

Maintainer Corporation of Iowa, Inc. has decided that a defect, which relates to motor vehicle safety, exists in certain Maintainer crane-equipped service/mechanics truck bodies produced from March 9, 2019 through February 8, 2023. The affected units are equipped with a hydraulic telescopic crane with CAN system. This affects models with all wireless remote-control models. Our records indicate that you have purchased 1 or more affected service bodies.

**The Problem:** The affected units are equipped with an Eaton HFX20m CAN control module. The code/programming was designed in such a way that if power is removed from the R260 crane remote receiver, while the crane is being operated, the crane function may continue, without activation on the wireless remote by the customer. Unintended or continued operation of the crane when not commanded by the operator can result in death, serious injury, and/or property damage. This would only occur while the crane is being operated with the wireless remote control and the service truck is stationary, and not while the service body is traveling down the road.

**Remedy:** This problem will be remedied at no cost to you for the affected truck bodies. Your Maintainer dealer has been notified and we have provided them with the software update as well as documents to apply the remedy. Please contact your dealer and schedule a time to perform the repairs. This repair will take approximately half an hour. In the case that you do not have a dealer, please contact Maintainer directly to schedule a time to perform the repairs.

**Precautions To Reduce Chance Malfunction Prior To Remedy:** Crane operation with wireless remote control shall be discontinued until the remedy has been completed. Manual crane handles may continue to be used for crane operation until remedy is applied.



*Crafting a Legacy of Premium Truck Bodies*

**Reimbursement of Expenses:** The software update/remedy is being provided at no cost to the dealer or customer. The reimbursement plan enclosed with this notice provides information regarding reimbursement of implementing the remedy.

**Units Leased or Sold:** If you have leased the subject unit to another person or entity, federal regulations require that you send a copy of this notice to the lessee within ten days. If you no longer own this unit, please let us know the name of the new owner. You can do this by calling Customer Service at 866-781-3259, or by mailing us at Maintainer Corporation of Iowa, 1701 2<sup>nd</sup> Avenue, Sheldon, IA 51201.

If you believe we have failed or been unable to remedy the defect within a reasonable time and without charge, then you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE., Washington, DC 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>.

We appreciate and value your business. Your safety and satisfaction with Maintainer products are our primary concern. By coordinating through our dealers, we hope to minimize any inconvenience this matter may cause you.

Kind regards,

Rick Wolthuisen

Quality Manager

Maintainer Corporation of Iowa, Inc.