



Monroe MSS II Service Body

Model Year 2013 1/2 & Up

Owner's Manual

- *Routine Use & Care*
- *Maintenance*





NHTSA Notification

If you believe that your vehicle has a defect which could cause a crash or could cause injury or death, you should immediately inform the National Highway Traffic Safety Administration (NHTSA) in addition to notifying Monroe Truck Equipment.

If NHTSA receives similar complaints, it may open an investigation, and if it finds a safety defect exists in a group of vehicles, it may order a recall and remedy campaign. However, NHTSA cannot become involved in individual problems between you, your dealer, or Monroe Truck Equipment.

To contact NHTSA, you may either call the Auto Safety Hotline toll-free 1-800-424-9393 (or 366-0123) in Washington, DC area) or write to: NHTSA, U.S. Department of Transportation, Washington, DC 20590. You can also obtain other information about motor vehicle safety from the Hotline.





Notice

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MSS II Body Owner's Manual

Model Year 2013 1/2 & Up

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Thank You

Thank you for purchasing an MSS II service body by Monroe Truck Equipment. The MSS II is a leader in the work body industry for quality, utility, and durability. MTE's 6-year limited warranty on the MSS II is one of the best in the industry, and reflects our confidence in the performance of the body and powder-coat paint finish.

This owner's manual contains important information regarding care, maintenance, warranty, and parts. Please keep this manual with the truck or in a safe place for later reference.

We recommend that you record the body serial number, chassis VIN, and lock cylinder/key number in this manual as soon as you receive the body.

Powder-Coat Paint

Your MSS II body is equipped with many outstanding features, including the finest rust and corrosion protection available in the industry.

MSS II bodies are constructed of two-sided zinc-coated A40–A60 coating weight steel. Steel bodies receive acrylic e-coat priming which is an advanced priming process that includes a 12-step automotive-type, immersion priming system ensuring optimum primer adhesion. The acrylic e-coat process coats every inch of the steel with a uniform coat of primer.

Each MSS II body is then finished with a unique factory powder coat top coat. Powder coat is a proven process that provides outstanding protection to your service body. Powder coat is applied with high voltage (electrostatic) spray equipment which attracts fine polyester particles to every surface, then the entire body is baked to liquefy and cure the powder. The end result is a smooth and durable white finish allowing the body to provide high levels of resistance to corrosion from salt, chemicals, humidity, scratching, and impact, far surpassing conventional "wet-coat" paint.





Routine Use & Care

User Cautions

-  **Close all compartment doors before moving vehicle.**
-  **Don't stand or walk on compartment tops—you may slip or fall.**
-  **Don't sit, stand, or place over 100 lbs. on the horizontal doors when open.**
-  **Don't place over 200 lbs. on the tailgate when open. Avoid standing on the tailgate.**
-  **Don't carry corrosive or flammable chemicals inside the body.**

Use & Care Guidelines

- Treat the paint on your service body as you would any automotive finish.
- Wash the service body at least every 2 months to remove dirt, road salt, tar, etc.
- If road salt is used during winter in your area, flush the underside of the body once a month to remove accumulated salt.
- After washing, inspect the finish for nicks and chips. Touch up the paint as required to prevent premature paint failure.
- Wax the body at least annually with a high-quality automotive wax.
- For aluminum top-pack lids, a coat of good quality silicone polish should be applied periodically to prevent tarnishing of the aluminum. If the aluminum becomes tarnished (oxidized), it may have to be mechanically buffed with a polishing compound (cut and buff).
- Care must be exercised when using solvents or cleansing solutions on your service body. Never use these solutions on a gas door prop, as they will damage the gas seal, causing pressure loss and failure of the door prop.
- Use of liners in the compartment bottoms is recommended to prevent damage to the interior paint.
- Check the operation of vehicle lights daily.
- Maintain reflectors and Caution decals on the body. Replace damaged reflectors and decals.





Suggestions to Extend the Life of Your MSS Body

Here are some optional upgrades and treatments that can help extend the life of your new service body and maintain its quality appearance.

- Undercoat the body heavily, especially the wheel wells. Helps prevent corrosion and deadens sound.
- Apply spray or brush-on “bed liner” to the load space floor, cabinet sides, and tail gate. Protects the painted area from scratches and light impact damage.
- Install chip guards at the lower front corners of the body to protect against damage from road debris thrown up by the front tires. This area can also be covered with the same spray-on “bed liner” used in the load space.
- Apply spray-on “bed liner” to the tops of the cabinets. Protects paint damage from tools and materials placed on the compartments when working. (Do not walk or stand on compartment tops at any time.)
- Install protective mats or raised “Dri-Dek” mats to protect the paint inside the compartments and to keep tools and supplies out of any moisture.
- Install automotive edge guards on the outboard door edges of the vertical doors to prevent chips when the doors are opened inside a garage or other confined area.
- If the vehicle is being used in off-road conditions, contact MTE about “off-road” body mounting. The spring-loaded “off-road” front mounts can reduce body twisting that can break body seam welds and damage the paint. The MTE MSS II body is not warranted against damage from torsional forces regardless of the use of “off-road” mounts.
- If you install accessories (ladder rack, tie-downs, etc.) that require drilling holes through the service body, apply sealer (caulk) in and around the holes when installing the accessories. This will prevent water leaks and help prevent corrosion “creep” where the paint layer has been cut through.
- Investigate and repair any compartment water leaks immediately. The longer that a compartment interior stays wet, the more likely that seam rust will begin.
- Repair any paint damage or rusting areas immediately. Once the paint layer is broken, corrosion can advance quickly between the paint and the metal panels.
- Touch up any stone chips and nicks with automotive touch-up paint each time the body is washed. This will delay the onset of surface rust. (Standard color is Ford Z1 white.)





Routine Maintenance

Every 6 Months

- Inspect the body exterior closely for signs of rust or paint failure. Address problems with the finish quickly to prevent further damage.
- Damage to the finish from impacts or deep scratches must be repaired to prevent corrosion. Failure to repair damage to the paint, e-coat, and galvanneal integrity may compromise the body warranty.
- Inspect the body interior for signs of rust, paint failure, and water intrusion. Use liners in the compartment bottoms to keep tools and parts from damaging the paint.
- Repair compartment water leaks as soon as possible.
- Verify proper operation of the door hinges and latches. Lubricate according to the instructions in this manual.
- Lubricate the lock cylinders only with a graphite lubricant and verify proper operation.

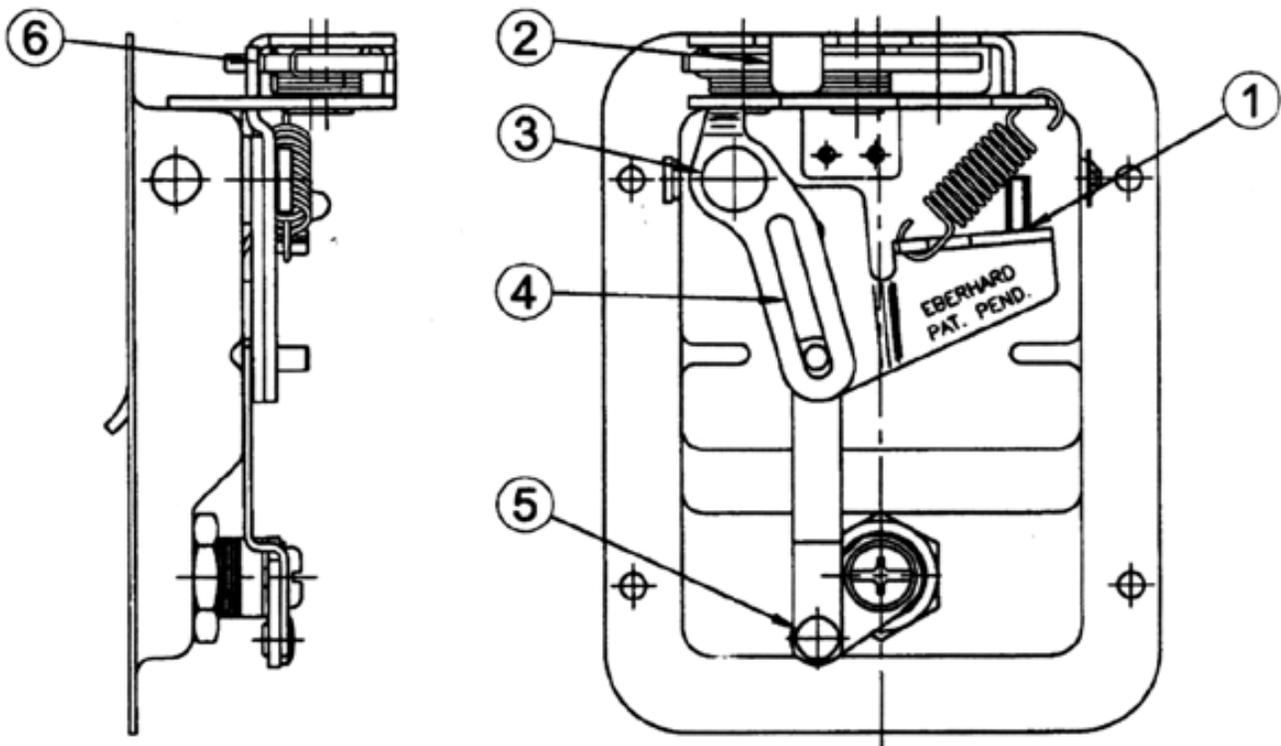
Annually

- Verify proper operation of the gas shock at each door. Replace if there is no resistance to movement at the gas shock.
- Adjust door strikers as required. Doors must latch securely with firm closing force and have compression on the weather strip to prevent water leaks.
- Inspect the door weather strips for rips, tears, and other damage. Replace damaged weather strips to prevent water leaks.
- Inspect the fasteners that hold the body to the chassis and check to make sure they are tight.
- If the body is equipped with “off-road” spring mounts at the front, the bolts must be tightened until the springs are compressed to 75% of their uncompressed height.
- Inspect the tailgate and hinges for damage and sagging. Replace hinges as required.
- Inspect the horizontal door cables for damage.
- Inspect the wiring for the body lights at the bumper. Make sure all wiring harnesses are tied up securely. Check for indications that the wiring is rubbing on sharp edges; this can lead to electrical shorts.



Lubrication Guide

- Lubricate all hinges monthly with light machine oil.
- Lubricate tailgate rods monthly with white lithium grease.
- Lubricate tailgate hinge pins monthly with light machine oil.
- Lubricate latch/lock units every six months with white lithium grease. Recommended latch/lock lubrication points:
 1. Actuator lever/trigger contact point
 2. Contact point between pawl and latch
 3. Actuator lever slot
 4. Drive arm slot
 5. Locking cam pivot
 6. Actuator lever/pawl contact point
- Do not oil lock cylinders on rotary action locks—use powdered graphite. Oil can hold dirt that may eventually cause the cylinders to stick.





Door Adjustments

- The door strikers must be set to achieve a balance between compression on the weather-strip and ability to engage the latch with moderate closing force. If the door is too loose, water may leak around the weather-strip. If the door is too tight, it will be hard to close and the edge of the door may rub on the body.
- The doors must latch when slammed with moderate force (swinging the door with one hand). Another way to judge latching force is to set the door gently against the striker and then push in until the latch clicks. A hard push should be required to engage the latch.
- If the latch won't engage or you have to slam the door with great force to engage the latch, the striker is set in too far. Loosen the striker and move it out slightly. Try closing the door and move the striker out a little more if necessary.
- If the door is loose and/or water appears to be leaking past the weather-strip, the striker is set out too far. Loosen the striker and move it in slightly. Try closing the door and move the striker in a little more if necessary.
- If the door seems adjusted properly but water seems to be leaking past the weather-strip, inspect the weatherstrip closely for tears, holes, missing pieces, or an open joint. If the weather-strip is in good condition, try tightening the door a little but do not exceed the point where the door is hard to latch.
- If the doors are adjusted properly and the weather-strips are in good condition but there still seems to be a water leak in a compartment, look for problems elsewhere. Water may be leaking from an open seam or an accessory-mounting hole that was not sealed properly.
- Remember that if the body has been sitting in a rain storm or has just been washed and you open one of the doors, some water may be seen running down the inside of the door.
- Note that even with good weather-strips and properly adjusted doors, water may enter the compartment if a high-pressure stream of water is directed at the weather-strips. Pressure washers and car washes may cause minor water entry at the weather-strips.

Hidden Hinge Adjustment Instruction

The door hinges can be adjusted in several directions:

1. The body portion of the hinge is set up to allow the door to travel upward or downward on the vertical doors and forward or rearward on the horizontal doors. Loosen the 5/16" nuts on the hinge and slide the door in the required direction.
2. The door portion of the hinge is set up to allow the door to travel inward towards the body or outward away from the body side. Loosen the 5/16" nuts on the hinge and slide the door in the required direction.
3. It is very important that when the door is adjusted, there is a 7/16" to 1/2" gap between the edge of the door and the body side. If the gap is greater than 1/2", you will lose the door seal coverage on the hinge side of the door. When the gap is too small there is a chance that the edge of the door will rub the body when the door is closed.





Body & Paint Repair

- All MSS bodies are constructed of galvaneal metal and “e-coated” (electrostatic dip coating) to provide maximum corrosion protection at the base metal.
- The standard MSS II finish coating is white powder coat paint. Powder coat paint provides the hardest finish coat and is resistant to chipping and corrosion damage.
- Surface damage to an MSS body can be repaired by any automotive paint shop using wet-coat paint in either a single-stage or base-clear process. Light sanding of cured powder coat paint is required prior to applying wet-coat primer.
- Avoid sanding through the e-coating to bare metal. As long as there is some e-coating remaining on the metal, corrosion resistance is retained.
- If a door or tailgate is severely damaged, MTE suggests replacing the part with a new, powder-coated part. Repairs to severely damaged parts is not recommended.
- Severe damage to a body may require replacement of the body. If one side of a body is damaged, the entire side compartment assembly may be replaced.
- An MSS body can not be re-powder coated due to the inability to shot-blast the existing powder coat off the relatively thin sheet metal.

Powder Coat Repair

Repair of a powder coat finish is very similar to repair of spray-applied liquid top coats.

1. Best results will be achieved when the repair area is extended to allow “cut in” to the nearest seam or corner in all directions. An example of this would be repair of a scratched fender panel. The entire fender panel should be prepped and top coated to hide the repair area. Surrounding areas must be masked off to prevent overspray imperfections.
2. Area to be repaired should be cleaned thoroughly with a surface cleaner such as Prep-Sol®.
3. The repair area must be lightly-sanded with a 180 or 220-grit abrasive pad on an orbital sander. Areas inaccessible by machine sanding must be hand sanded with the same abrasive media (example: paddle locks, around hinges, etc.). Do not remove all the powder coat layer. If you break through to bare metal, a suitable etching primer must be applied in that area.
4. Conventional dent repair methods may be used (bonds, dent pullers, etc.). The powder coating is thicker than conventional liquid coatings, and it will be necessary to feather in and level the repaired area to produce a level coating surface.
5. Top-coat the repaired area with a low VOC paint such as PPG Delfleet or equivalent. Color formula is based on Ford Z1 white (unless the body was painted with a custom color), which will provide a commercially acceptable color match. A small panel should be sprayed out to determine proper color match prior to painting the repair area.
6. Small repairs on Class “B” surfaces (interior door panels, compartment interiors, inner cargo wall surfaces, etc.) can be easily repaired with an aerosol touch up of the same color formula. Aerosol touch-up paint is not recommend for any Class “A” surfaces (exterior, highly visible areas).





MSS II 6-Year Limited Warranty Policy

Monroe Truck Equipment (MTE) Limited Warranty Coverage

- **E-coated galvaneal steel body components** are warranted against rust through for 6 years.
- **Structural integrity of the body** is warranted against failure for 6 years.
- **Powder-coat paint finish** is warranted against cracking, checking, peeling, and delamination for 3 years or 36,000 miles. See separate warranty policy for MTE powder-coat paint.
- **Integral components, materials, and workmanship** are warranted against defects for 3 years or 36,000 miles.

Eligibility for Warranty Coverage

- This warranty applies only to Monroe Service Solution (MSS) service bodies installed by MTE or an authorized distributor.
- Warranty period commences from the in-service date for the body.
- Original owner must complete and submit the Warranty Registration Card within thirty (30) days of purchase.
- The body must be used for its intended purpose.
- The body must be maintained and serviced according to the guidelines in the supplied owner's manual.

Exclusions

- This warranty applies only to the service body and its integral components and excludes options and accessories, which are covered by separate and specific warranties.
- Warranty does not apply to any product that has been altered, abused, or misused.
- Warranty does not apply to torsional damage, such as seam cracking, due to extreme off-road use, regardless of mounting method.
- Warranty does not apply to bodies sold and used outside the United States and Canada.
- This warranty is not transferable.

Exclusions for 6-Year No Rust-Through Warranty

- E-coated galvaneal panels and parts are warranted only against full rust perforation. Surface rust and resulting paint failure are not considered rust through and are not covered after 3 years or 36,000 miles.
- Body must not be used to carry or store corrosive chemicals and materials.
- Rust and perforation resulting from damage related to collisions, accidents, or normal and intended use of the body are not covered.
- Restoration of lettering, signs, custom paint applications, and spray-on liners is not covered at any time if paint repairs are required.
- At the time of warranted body or paint repair, repairs to unrelated damage due to collisions or normal use will be performed at the owner's expense.

Warranty Repairs Performed by MTE or Authorized Agents

Warranty repairs shall be performed at an MTE facility or at an authorized distributor or dealer. MTE may, at its discretion, pick up and return the vehicle to the owner's location or may request that the owner deliver the vehicle to the repair site.

Warranty Repairs Performed by Non-MTE Entities

MTE may authorize a third party to perform warranty repairs. Any such decision will be based on type of repair, distance to the nearest approved MTE repair site, and urgency of the repair.

MTE must grant authorization and permission before a non-MTE entity begins repair or replacement of components. Warranty claims for unauthorized and unsubstantiated work may be denied.

Peripheral, Incidental, and Consequential Damages and Claims

The MTE limited warranty does not apply to damage and failure resulting from misuse, abuse, neglect, accident, improper customer/distributor installation, lack of maintenance, or natural events. Any modifications by the buyer or any third party, without the prior written consent of MTE, may void this warranty. Operating conditions, or applications not made known to or contemplated by MTE at the time of delivery to the buyer may also void this warranty. Damages resulting from any other abnormal operation will not be covered by this warranty.

Normal maintenance, wear, and consumable items such as light bulbs are not covered under this warranty.

MTE will not reimburse for lost time, business, or business opportunity, or for any loss of use related to warranty claims. MTE will not provide or pay for the use of a rental vehicle, equipment, or tools while warranty work is performed. MTE will not reimburse for equipment or tools that are damaged, lost, or missing in conjunction with a warranty claim. MTE is not responsible for and will not reimburse for mileage, fuel, and wear incurred in the process of driving the vehicle to a repair site or delivery to the end user location, nor for lost time incurred by an owner delivering and picking up a vehicle.

This limited warranty is the sole and exclusive remedy for defective products manufactured and/or installed by MTE.





Powder-Coat Paint Warranty Policy

Monroe Truck Equipment (MTE) Limited Warranty Coverage

- **Powder-coat paint finish** on Snow & Ice products, MTE production parts, and customer parts is warranted against **adhesion failure**, cracking, checking, peeling, delamination, and more than 10% loss of gloss **or color** for 1 year.
- **Powder-coat paint finish** on selected MTE Manufactured bodies is warranted against **adhesion failure**, cracking, checking, peeling, and delamination for 3 years or 36,000 miles. No more than 10% loss of gloss **or color** for 1 year. See warranty document for specific products.

Eligibility for Warranty Coverage

- Warranty period commences from the in-service date for Snow & Ice products, MTE Manufactured bodies, and MTE production parts.
- Warranty period commences from the invoice date for customer parts.
- Original owners of S & I products and Manufactured bodies must complete and submit the Warranty Registration Card within thirty (30) days of purchase.
- The product must be used for its intended purpose.
- The product must be maintained and serviced according to the guidelines in any supplied owner's manual.

Exclusions

- This warranty applies only to powder coat paint applied by MTE at Monroe, Wisconsin.
- This warranty does not apply to powder coat paint applied to customer parts unless MTE has approved the material(s) of construction and has performed all required surface preparation steps.
- Warranty does not apply to any product that has been altered, abused, or misused.
- Warranty does not apply to products and bodies sold and used outside the United States and Canada.
- Painted surfaces must not be subjected to highly corrosive chemicals.
- Rust and perforation resulting from damage related to collisions, accidents, scratches, impacts, or normal and intended use of the product are not covered.
- Restoration of lettering, signs, and custom paint applications is not covered at any time if paint repairs are required.
- This warranty is not transferable.

Warranty Repairs

During warranty repairs to powder-coat paint, MTE will strive to restore the original paint coating. **Where paint has suffered complete adhesion failure, a part or body may be processed to remove all existing powder coat and new powder coat applied. Where deemed most practical, a small part may be replaced with a new powder-coated part.**

Repairs involving reapplication of powder coat paint shall be performed only at the MTE facility in Monroe, Wisconsin.

Where the original powder coat can not be effectively removed for repair **or a defect is cosmetic only, and the surface adhesion of the existing powder coat is good**, MTE reserves the right to repair a powder-coat painted surface using a wet-coat paint process. **The underlying powder-coat paint will remain as a base for the wet coat.** Wet-coat repairs to powder coat paint may be performed at any MTE facility or at an approved automotive body repair shop.

Peripheral, Incidental, and Consequential Damages and Claims

The MTE limited warranty does not apply to damage and failure resulting from misuse, abuse, neglect, accident, improper customer/distributor installation, lack of maintenance, or acts of God. Any modifications by the buyer or any third party, without the prior written consent of MTE, may void this warranty. Operating conditions or applications not made known to or contemplated by MTE at the time of delivery to the buyer may also void this warranty. Damages resulting from any other abnormal operation will not be covered by this warranty.

Normal wear, reaction to corrosive operating environment, and premature failure due to poor maintenance are not covered under this warranty.

MTE will not reimburse for lost time, business, or business opportunity, or for any loss of use related to warranty claims. MTE will not provide or pay for the use of a rental vehicle, equipment, or tools while warranty work is performed. MTE will not reimburse for equipment or tools that are damaged, lost, or missing in conjunction with a warranty claim. MTE is not responsible for and will not reimburse for mileage, fuel, and wear incurred in the process of driving the vehicle to a repair site or delivery to the end user location, nor for lost time incurred by an owner delivering and picking up a vehicle.

This limited warranty is the sole and exclusive remedy for defective products manufactured and/or installed by MTE.

Policy revision/effective date: 05/07/08





How to Obtain Warranty Service

Making an Appointment for Warranty Service at an MTE Facility or Authorized Repair Site

Obtain the following information:

- Vehicle Identification Number (VIN)
- Type, model, and serial number of component or product requiring service
- Number of original MTE Sales Order if available
- Name of dealer that vehicle was purchased from if known
- Date of purchase or in-service date
- Detailed description of the problem

Call the MTE location where your truck was built. The build location will be marked on the yellow certification label in or near the driver's door jamb.

- Monroe, Wisconsin: 1-608-329-8437 (Warranty Dept.) or 1-800-356-8134 (ask for Warranty Dept.)
- Flint, Michigan: 1-800-233-2030 (ask for Warranty Dept.)
- De Pere, Wisconsin: 1-800-848-5400 (ask for Service Dept.)
- Marshfield, Wisconsin: 1-800-882-1900 (ask for Service Dept.)
- Joliet, Illinois: 1-800-892-7052 (ask for Service Dept.)
- Louisville, Kentucky: 1-502-426-0990 (ask for Service Dept.)

Discuss the problem with the Warranty representative to determine resolution and repair schedule.

Please let the Warranty representative know if your vehicle was sold with an extended or other non-standard warranty policy!

Requesting Authorization to Perform Warranty Work or Payment for Work Performed

1. Obtain the following information:

- All of the information requested in item #1 above, plus:
- Documented photographs for any physical damage. (paint, dents, etc.)
- Inspection notes by MTE personnel or a third party representing MTE if necessary.

2. Call the MTE location where your truck was built. The build location will be marked on the yellow certification label in or near the driver's door jamb. See the location list in item #2 above.

3. Discuss the problem with the Warranty representative to determine coverage and repair method.

4. The representative will grant permission to perform repairs if approved.

5. The representative will issue a Returned Goods Authorization (RGA) number.

6. Defective parts must be returned freight prepaid to MTE within ten days.

7. If the affected component was purchased from a non-MTE supplier, please allow extra time for MTE to contact and work with the supplier.

Monroe Truck Equipment reserves the right to deny any warranty if proper procedures are not followed. Proper documentation, including photos, must be provided in order for MTE to validate and approve any claim submitted after repairs are done.





How to Obtain Service Parts (Non-Warranty)

Ordering Service Parts & Accessories

Parts and accessories for your MSS II body can be ordered through any MTE location.

When ordering parts for your body, please have your body serial number and truck chassis VIN ready. (The chassis VIN can help identify the model and serial number if the body ID tag is missing or illegible.) If you know the MTE location where your truck was assembled (if different than the MTE location you are calling), provide that information as well.

The body serial number is located on a tag inside the front right (curb side) horizontal compartment. For future reference, fill in the spaces below as soon as you take delivery of your vehicle.

Body Serial # _____

Chassis VIN _____

Contact one of the MTE locations below to order parts. Please provide a detailed description, including dimensions where applicable, of all required parts to insure that you receive the correct parts.

- Monroe, Wisconsin: 1-608-329-8344 (Parts Hotline)
- Flint, Michigan: 1-877-233-2030, Extension 836
- De Pere, Wisconsin: 1-877-814-7609 (Parts Hotline)
- Marshfield, Wisconsin: 1-800-882-1900 (ask for Parts Dept.)
- Joliet, Illinois: 1-800-892-7052 (ask for Parts Dept.)
- Louisville, Kentucky: 1-502-426-0990 (ask for Service Dept.)

Note: For warranty-related parts and service, use the Warranty Service procedure given in the previous section.

Ordering Door Lock Keys

Door lock cylinder sets are installed at random during body assembly. Cylinder/key numbers are not associated with or related to the body serial number.

The key number is on the side of the key or on the lock cylinder. If all keys are missing, the number must be taken from one of the lock cylinders.

1. Open any door and remove the lock cover located on the inside of the door.
2. Locate the cylinder (which is positioned at the end of the linkage rod). The key number is on the flat side of the cylinder.
3. The following are the series of possible key numbers: J201-J225, CH501-CH550, EM501-EM545, FS Series. Record your key number:

Key Number _____

4. Replace the lock cover.
5. Contact an MTE Parts Department to order keys to match your lock number.





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