

Part 573 Safety Recall Report

24V-821

Manufacturer Name : Altec Industries, Inc.

Submission Date : OCT 31, 2024

NHTSA Recall No. : 24V-821

Manufacturer Recall No. : CSN-3194



Manufacturer Information :

Manufacturer Name : Altec Industries, Inc.

Address : 210 Inverness Center Drive
Birmingham AL 35242

Company phone : 205 991 7733

Population :

Number of potentially involved : 800

Estimated percentage with defect : 20 %

Vehicle Information :

Vehicle 1 : 2022-2024 Altec AC Series Cranes

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined from a review of production records. The subject Lot had 160 outrigger shoes with serial number 022201. During the production date range identified, 89 units were shipped, and 711 parts orders were completed using the affected part number. The serial numbers of the outrigger shoes are not recorded in the Altec Quality Plan, and specific units or orders with the affected Lot of outrigger shoes cannot be identified.

Production Dates : JAN 01, 2022 - OCT 24, 2024

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : The mechanical composition of a specific Lot of aluminum outrigger shoes did not meet design specifications.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The outrigger shoe could fail under load, causing the unit to have reduced stability during operation, increasing the risk of death or serious injury to the operator and others nearby.

Description of the Cause : NR

Identification of Any Warning that can Occur : A crack in the shoe could be identified during a preoperational inspection. There is no other warning of the outrigger shoe not meeting the mechanical property specifications.

Involved Components :

Component Name 1 : Outrigger Shoe

Component Description : Outrigger Shoe; Pivoting; 24.00 IN DIA, CAST ALUMINUM; 7200 LB load rating

Component Part Number : 079100291

Supplier Identification :

Component Manufacturer

Name : Shanghai Nanhua Tooling

Address : NR

Foreign States

Country : China

Chronology :

On April 10, 2024, a customer reported that an outrigger shoe had failed during the racking-up of the unit. The customer inspected the other three outrigger shoes from the unit and found indications of cracks on them. On April 24, 2024, Altec held a meeting with the customer to discuss work practices and to alert users about the risks associated with “bridging” the shoes during setup. The outrigger shoes were then sent to a lab for analysis.

The analysis results were returned on June 25, 2024, indicating that the mechanical properties did not meet design specifications. After sharing the results with the manufacturer, they requested the outrigger shoes for further investigation.

On September 17, 2024, the manufacturer confirmed that the material did not meet mechanical property specifications and began a root cause investigation to determine the affected population. On October 16, 2024, a potential field action investigation was initiated.

On October 25, 2024, after reviewing manufacturing and field records, Altec concluded that a defect could exist. Aside from the issue identified in April, there were no other warranty claims or field reports related to the issue. There have been no accidents, injuries, or deaths related to this issue.

Description of Remedy :

Description of Remedy Program :	Altec will replace the outrigger shoes from the affected Lot with new aluminum outrigger shoes. When presented for repair, the recall remedy will be completed free of charge. The Altec Warranty Policy covers the recall remedy, including cases requiring reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall.
How Remedy Component Differs from Recalled Component :	The recalled component can be identified by the serial number SN022201 etched on the outrigger shoe. The remedy outrigger shoe will be from a Lot that has conforming mechanical properties.
Identify How/When Recall Condition was Corrected in Production :	Manufacturing has not received part number 079100291 since 2022. All stock in Parts Distribution has been checked and there is no remaining stock of the nonconforming Lot in production or Parts Distribution Facilities.

Recall Schedule :

Description of Recall Schedule :	Altec will issue CSN-3194 to the owners of the affected units. Altec does not have a dealer network and issues letters to owners only.
Planned Dealer Notification Date :	DEC 30, 2024 - DEC 30, 2024
Planned Owner Notification Date :	DEC 30, 2024 - DEC 30, 2024

* NR - Not Reported