

Part 573 Safety Recall Report

24V-952

Manufacturer Name : Altec Industries, Inc.

Submission Date : DEC 20, 2024

NHTSA Recall No. : 24V-952

Manufacturer Recall No. : CSN-3206



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 : 82

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2017-2024 Altec AT200A

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined from a review of production records.

Production Dates : JAN 01, 2017 - JUL 31, 2024

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : Altec units mounted on certain Ford E350 van chassis with Gross Axle Weight Rating (GAWR) of 4050 and 4200 pounds, could have low remaining front axle capacity.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the remaining front axle capacity is low, the front axle could exceed the Gross Axle Weight Rating (GAWR) after the owner loads the vehicle.

Description of the Cause : NR

Identification of Any Warning that can Occur : An operator could identify the overload by comparing the weight of a scale ticket to the axle ratings. There is no other warning.

Involved Components :

Component Name 1 : Spring

Component Description : Front Coil Spring

Component Part Number : 9C2Z5310R

Supplier Identification :

Component Manufacturer

Name : Altec Industries Inc.

Address : 2106 S. Riverside Rd

Saint Joseph Missouri 64507

Country : United States

Chronology :

On August 12, 2024, a deviation request was submitted to Altec regarding the remaining front axle capacity on a chassis being lower than expected. An investigation was conducted to identify the root cause of the deviation and found that the chassis was ordered and received with a 4,050-pound rating. Altec contained all affected units for the specific customer. Altec continued to repair units for the customer by upgrading the front axle ratings while investigating the scope of the issue.

During the root cause investigation, a review of production records discovered that chassis with front axle ratings of 4,200 pounds also had lower front axle capacity than expected. Discovering the chassis with 4,200-pound ratings revealed that this issue could potentially affect multiple customers. After determining that more than one customer could be affected by the axle ratings, a potential field action investigation was initiated on December 4, 2024. The potential field action investigation was intended to identify the scope of the issue, any additional chassis ratings that could be involved, the total number of potentially affected units, and determine the root cause of the error.

On December 13, 2024, Altec reviewed the investigation results and the build history of the affected units. Altec determined that the low remaining capacity on these chassis represented a potential defect, which could be present on units across multiple owners. No other warranty claims or field reports were identified, and there have been no accidents, injuries, or fatalities related to this issue.

Description of Remedy :

Description of Remedy Program : The vehicle owner must contact a Ford dealership or a certified third-party vehicle suspension upfitter to have upgraded Ford front springs, insulators, and nuts installed. This upgrade will increase the front axle rating to 4,600 pounds. Additionally, a label will be provided to be installed to indicate the upgraded rating and specify the service parts needed for any future front axle repairs. The recall remedy will be completed free of charge when presented for repair. 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 upgraded axle components will increase the Gross Axle Weight Rating (GAWR) from 4,050 or 4,200 to 4,600 pounds.

Identify How/When Recall Condition was Corrected in Production : The Ford E350 van chassis for specific models will now be ordered with a front Gross Axle Weight Rating (GAWR) of 4,600 pounds. Any contained vehicles with a lower rating will be upgraded to this specification. Additionally, the sales order and chassis receiving process will be modified to include an audit to ensure that the chassis specifications align with the sales order and weight study.

Recall Schedule :

Description of Recall Schedule : Altec will issue CSN-3206 to the owners of the affected units. Altec does not have a dealer network and issues letters to owners only.

Planned Dealer Notification Date : FEB 14, 2025 - FEB 14, 2025

Planned Owner Notification Date : FEB 14, 2025 - FEB 14, 2025

* NR - Not Reported