

Safety Defect and Noncompliance Report Guide for Vehicles Part 573 Defect and Noncompliance Report¹

On June 3, 2011 Altec Industries Inc decided that a condition which relates to motor vehicle safety exists in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Responsibility and Reports.

Date this report was prepared: July 28, 2011

Furnish the manufacturer's identification code for this recall (if applicable): CSN 546

1. Identify the full corporate name of the fabricating manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

Altec Industries, Inc

Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.

Joshua T. Chard
Director, Corporate and Product Safety

Telephone Number: 205-408-8627 Fax No.: 205-981-3733

Name and Title of Person who prepared this report.

Philip D. Purdy
Manager, Media

Signed: _____



I. Identify the Vehicle Models Involved in the Recall

2. Identify the Vehicles Involved in the Recall, *for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:*

Make(s): Altec Model Years Involved: 2009-2011 Model(s): Service Utility Body
Production Dates: Beginning: May 2009 Ending: May 2011

VIN Range: Beginning: N/A Ending: N/A

Vehicle Type: N/A Body style: N/A

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

This recall affects Altec Service Utility Bodies built from May 2009 through May 2011

II. Identify the Recall Population

3. Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.

<u>Model</u>	<u>Year</u>	<u>Number of Vehicles Potentially Involved</u>
Service Body	2010	4,500

Total Number Potentially Affected by the Recall: 4,500

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: 12%

Identify and describe how the recall population was determined – in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles:

The recall population was determined by reviewing production and quality records to identify service utility bodies manufactured with Eberhard compartment latches.

III. Describe the Defect or Noncompliance

5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.

Describe the cause(s) of the defect or noncompliance condition.

The compartment latch may fail in the secondary (safety catch) position.

Describe the consequence(s) of the defect or noncompliance condition.

A compartment door on the utility service body could come open during transit if the primary latching position is not engaged.

Identify any warning which can (a) precede or (b) occur.

N/A

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.

Eberhard Manufacturing Company

A Division of the Eastman Company

21944 Drake Road

Strongsville, Ohio 44149

Phone: (440) 238-9720

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier.

Brian Kay VP Managing Director

IV. Provide the Chronology in Determining the Defect/Noncompliance

If the recall is for a defect, complete item 6, otherwise item 7.

6. With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.

In February 2011, during in-house assembly of a latch into a horizontal compartment, the latch failed to hold in the secondary closed position. The supplier was contacted and the latch was returned for evaluation. Two additional latches were returned to the supplier for the same condition. Supplier confirmation testing showed that these units required only 5.1 and 6.9 Lbs of force to open the mechanism in the secondary position. The supplier began containing their in-house inventory and began testing latches for the described failure condition. In March 2011, a customer reported that (5) of their service units had compartment doors that were not remaining closed in the secondary latching positing. One unit had an incident where the compartment door opened during transit and created damage to a vehicle. A team from Altec and supplier representatives was dispatched to the customer's site to review and confirm the reason for the failures. In April 2011, a request from Altec was made to the supplier for an analysis of the root cause for the latch failure. The analysis showed that worn stamping tooling produced some parts with a changed profile on the internal cam. Latches manufactured with such parts allow the cam latching mechanism to slip under light force when the door is not fully closed and the latch is in the secondary position. The analysis also showed that the date range for the potentially improper stampings were supplied to Altec, May 2009 through January 2011. The supplier recommended that a CSN be issued to the field and provided a method for field testing for the failure. May 2011, (4) additional latches were reported to have failed in the field by another customer. The decision was made to require a field inspection of the units shipped during the May 2010 through Jan 2011 timeframe.

7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.

See response to 6

V. Identify the Remedy

8. A description of the manufacturer's program for remedying the defect or noncompliance. This program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of the manufacturer's notification of owners, purchasers and dealers, in accordance with §573.13 of this part. A manufacturer's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by §573.13 that is not in a general reimbursement plan shall be submitted in the manufacturer's report to NHTSA under this section. If a manufacturer submits one or more general reimbursement plans, the manufacturer shall update each plan every two years, in accordance with §573.13. The manufacturer's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters.

Altec will issue a recall (CSN 546) for all the units. The CSN directs the customer to inspect the compartment door latches and replace any that do not hold in the secondary latching position.

9. Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the recall condition and the remedy.

The latch manufacturer has provided Altec a recommended field test to determine if a latch exhibits an improper stamped part. Any compartment door latches found to be exhibiting the described failure mode will be replaced.

Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.

N/A

Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.

The supplier of the latch has enhanced their quality inspection process by adding a force gage pull test of the latching mechanism prior to shipping. Each tested latch that passes the inspection test is painted with a witness mark to indicate compliance to the secondary position pull force requirements.

VI. Identify the Recall Schedule

10. Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.

Once CSN 546 is written and approved it will be sent to you for approval. Once approved and returned, Altec will immediately mail it to the customers affected. There are no dealers/retailers affected.