

Part 573 Safety Recall Report

23V-395

Manufacturer Name : Altec Industries, Inc.

Submission Date : JUN 01, 2023

NHTSA Recall No. : 23V-395

Manufacturer Recall No. : CSN 3085



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 : 59

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2020-2023 Altec D4000B, D2000B, AC18

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Trucks with the collision mitigation radar sensors relocated due to the installation of a custom option and no record of reflash are included in the recall. The recall population was determined from a review of production records.

Production Dates : AUG 19, 2020 - MAR 16, 2023

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : The collision mitigation system software might not be calibrated correctly, causing the active braking system not to activate.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the collision mitigation system is not working as intended, the active braking system for reducing or avoiding collisions will not activate as designed, increasing the risk of a crash and injury.

Description of the Cause : NR

Identification of Any Warning that can Occur : If the system is inoperable, the display in the cab will briefly show a system error or a calibration screen once the chassis has achieved a specific travel speed.

Involved Components :

Component Name 1 : WABCO Collision Mitigation System

Component Description : WABCO Collision Mitigation System

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : Altec Inc.

Address : 2106 S Riverside Rd

Saint Joseph Missouri 64507-2535

Country : United States

Chronology :

Around March 1, 2023, an owner of an Altec unit contacted their local OEM chassis dealer because the collision mitigation system appeared inoperable on four of their trucks. The OEM chassis dealer completed diagnostic testing and found that a reflash software had not been completed on the trucks. A reflash of the software is required when the radar sensors are relocated. The OEM chassis dealer contacted Altec's chassis team the week of March 6, 2023, to inform Altec of the findings. Altec reviewed unit information and production records and, on March 17, 2023, opened a potential field action investigation to determine the affected units' potential field population, the possible occurrence of the missing update, and the risk to personnel and others. On May 26, 2023, Altec's investigation determined that a defect could exist on certain units with the collision mitigation system sensors were relocated, and a field campaign was required. There were no other warranty claims or field reports identified. There have been no accidents, injuries, or deaths related to this issue.

Description of Remedy :

Description of Remedy Program : The trucks will need to be taken to an OEM chassis service center to have a reflash of the system software completed and to road-test the chassis to confirm the system's proper operation. 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 collision mitigation system will operate as designed with a reflash of the software completed and calibrated.

Identify How/When Recall Condition was Corrected in Production : On March 17, 2023, Altec verified that production uses the installation work instructions from the collision mitigation system manufacturer and added verification checks that the system is functioning before each unit is complete.

Recall Schedule :

Description of Recall Schedule : Altec will issue CSN-3085 to the owners of the affected units. Altec does not have a dealer network and issues letters to owners only.

Planned Dealer Notification Date : JUL 28, 2023 - JUL 28, 2023

Planned Owner Notification Date : JUL 28, 2023 - JUL 28, 2023

* NR - Not Reported