



Customer Outreach
PO Box 8338
Saint Joseph, MO 64508

product.safety@altec.com
connect.altec.com/login

Phone 1-877-GO ALTEC

IMPORTANT SAFETY RECALL

This notice applies to your vehicle. Refer to the provided list.

NHTSA Recall Number: 24V821

Transport Canada Number: 2024-697

Altec Identifier: CSN-3194

December 20, 2024

Dear Altec Owner,

For US owners, this notice is sent to you in accordance with the *National Traffic and Motor Vehicle Safety Act*. For Canadian owners, this notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

Altec Industries, Inc. has decided that a defect which relates to motor vehicle safety exists in outrigger shoes provided with certain AC Series Cranes, DT Series Derricks, and AH Units built from March 2022 to October 2024, and parts orders for outrigger shoes during the same time frame. The aluminum outrigger shoe on these units could fail under load, **increasing the risk of death or serious injury.**

Refer to the included notice for the items covered under the Altec Warranty Policy. If you had this repair performed before you received this notice, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall.

Compare your unit or order identifying information with the provided list to verify if it is affected. You may also contact Altec or view your fleet through Altec Connect to determine if there are any other outstanding notices.

The inspection and repair, consisting of inspecting the outrigger shoe, can be performed by a qualified person or you may contact Altec for further assistance. The inspection is estimated to take 15 minutes per unit to complete. The repair is expected to take 1 hour to complete. All work will be performed at no charge to the customer when presented for repair.

If you have sold or retired the unit, update the records through Altec Connect. If you have leased this equipment to another person or company, you are required by Federal Law to forward a copy of this notice to the lessee by first class mail within ten (10) days of the receipt of this notice.

For US owners: After contacting Altec, if you are still not able to have the safety condition remedied without charge and within a reasonable time, you may submit a complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, DC 20590 or call toll-free 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.

For Canadian Owners: If you are still not able to have the safety condition remedied by your dealer within a reasonable time, please contact Altec.

We regret this inconvenience; however, we are taking this action in the interest of your safety and continued satisfaction with Altec products.

Thank you for your immediate attention on this important matter.

Outrigger Shoe Inspection

Units Affected: Certain AC Series Cranes, DT Series Derricks, and AH Units built from March 2022 to October 2024 with outrigger shoes that do not meet specifications. In addition, parts orders from Altec Parts for 079100291. The outrigger shoes can be shared between units; Altec has identified the original unit serial numbers and parts orders. Please check all units that could have had these outrigger shoes installed. Verify your unit or order is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that an affected aluminum outrigger shoe could fail under load. This can result in reduced stability during operation increasing the risk of death or a serious injury.

**WARNING**

Death or serious injury could result from a unit becoming unstable. Outrigger shoe failure could cause unit instability. Inspect and replace any outrigger shoes that do not meet specifications.

Customer Action: Inspect the outrigger shoes using the Inspection Procedure beginning on page 2. Depending on the results of the inspection, order the Outrigger Shoe Replacement kit, part number 991843070. Complete this inspection and repair, or contact Altec to perform this inspection and repair, no later than 30 days of receipt of this notice. One kit will be required for each outrigger shoe requiring replacement. **Warranty for this repair expires December 20, 2026.**

Subsequent damage due to failure to perform the required action(s) in the time period allowed will not be covered by warranty.

Ask your service provider to check for any outstanding notices at your next appointment.

Requirements: The inspection is estimated to take 15 minutes and one person to complete per unit. The repair is estimated to take 1 hour and one person to complete per unit.

Completion and Warranty: The inspection and repair are covered under the Altec Warranty Policy until December 20, 2026 and can be performed by Altec, the customer, or the customer’s warranty provider. Altec will perform the work for free at an Altec facility. If the customer or the customer’s warranty provider performs the work, a warranty claim must be submitted to be reimbursed for the cost of the parts and/or labor. Altec will allow up to \$22.50 for the labor to perform the inspection and up to \$90.00 for the labor to perform the repair. Customers are responsible for the travel costs of an Altec Mobile Service technician if the technician performs the work at the owner’s location.

Altec Use Only	
Inspection labor	0.75 hr (Service); 0.25 hr (Other)
Repair labor	1.5 hr (Service); 1.0 hr (Other)
Account #	010.XXXX.43156.000.9481.000
Travel	Not included
NHTSA code	90
Prime fail P/N	079100291
Kit instructions	074900959

Altec Use Only			
Description	Part No.	Qty	Warranty
Outrigger shoe replacement kit	991843070	1-8	Yes

Altec Contact Info: Altec Connect: connect.altec.com/login

Phone: 1-877-GO ALTEC (1-877-462-5832) | Options: 1 - Parts; 2 - Shop Service; 3 - Mobile Service; 4 - Technical Support; 5 - Global Rental Service Request; 6 - Chassis Repair

Inspection Procedure — Parts Order, Outrigger Shoe Not Installed on Unit

- Inspect each outrigger shoe to determine if it was manufactured by Sauber (refer to Figure 1). Record the results in the Inspection Table — Parts Only. Only complete the rows that match the number of shoes you ordered. For example, if your order was for 5 outrigger shoes, only complete the rows for Shoe 1 through Shoe 5.
 - If all outrigger shoes were manufactured by Sauber, no action is required. Proceed to step 3.
 - If any outrigger shoe was not manufactured by Sauber, further inspection is required. Proceed to step 2.

Inspection Table — Parts Only					
	Sauber Manufacturer?		Serial Number is 022201?		
Shoe 1	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
Shoe 2	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
Shoe 3	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
Shoe 4	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
Shoe 5	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
Shoe 6	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
Shoe 7	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
Shoe 8	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A

- Confirm the outrigger shoe serial number (refer to Figure 2).
 - If any outrigger shoe serial number is 022201, the shoe must be replaced.
 - If all outrigger shoes are not serial number 022201, no action is required.
- Use the QR Code to submit your inspection results.
 - Altec will provide additional guidance.
 - Do not complete the remaining steps in this procedure.



Inspection Procedure — Outrigger Shoe Installed on Unit

Required Tools

- Normal mechanic's hand tools
- Flashlight
- Soap and water
- Scrub brush

- Read and understand all steps of the instructions before beginning the procedure. Wear appropriate personal protective equipment (PPE) following your employer's requirements.
- Position the unit on a level surface, apply the parking brake, and turn off the engine. Remove the key from the ignition, and secure it following your employer's vehicle lockout/tagout procedure. Chock the wheels.



Figure 1 — Outrigger Shoe Manufacturer (Sauber Shown, Text Enhanced)



Figure 2 — Outrigger Shoe Serial Number (Text Enhanced)

3. Inspect each outrigger shoe to determine if it was manufactured by Sauber. Record the results in the Inspection Table — Outrigger Shoe Installed.
 - If all outrigger shoes were manufactured by Sauber, no repair is required. Proceed to step 7.
 - If any outrigger shoe was not manufactured by Sauber, further inspection is required. Proceed to step 4.

		Inspection Table — Outrigger Shoe Installed				
		Sauber Manufacturer?		Serial Number is 022201?		
Street Side	Rear	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
	Front	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
	Bumper	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
Curb Side	Rear	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
	Front	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
	Bumper	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A

4. At the street side rear outrigger, confirm if the outrigger shoe serial number is a match to 022201 (refer to Figure 2). Use soap and water to clean the outrigger shoe, if necessary. Record the results in the Inspection Results table.
5. Repeat step 4 for each outrigger on the unit and record the results in the Inspection Table. If the unit is not equipped with the listed outrigger shoe, mark the result as N/A.
6. Review the inspection results.
 - If all boxes in the Inspection Table are marked No or N/A under Serial Number is 022201, no repair is required. Proceed to step 7.
 - If one or more boxes in the Inspection Table are marked Yes under Serial Number is 022201, repair is required. Proceed to step 8.
7. No repair is required.
 - a. Put the unit back into service.
 - b. Complete the Inspection Sheet at the end of this notice, and return it to Altec.
 - c. If the inspection was performed by Altec, mark this notice as complete on the Service Request.
 - d. Do not complete the remaining step in this notice.
8. Repair is required.
 - a. Take the unit out of service until the repair has been completed.
 - b. Order the Outrigger Shoe Replacement Kit, part number 991843070. One kit will be required for each outrigger shoe requiring replacement. The kit includes one outrigger shoe.
 - c. Arrange for the installation of the required kit using one of the methods below.
 - Contact Altec Service to schedule the installation of the kit.
 - Contact Altec Parts to order the kit, and schedule for your own technician or your third party provider to install the kit
 - d. Do not complete the Inspection Sheet at the end of this notice. Completion of the notice will be documented after the vehicle is repaired.
 - e. Install the kit upon receipt.
 - f. Put the unit back into service.

INSPECTION SHEET

Complete this form and submit it to Altec to document inspection completion.

Choose one of these options for submission.

- Scan the Product Safety QR code and complete the form.
- Complete, scan, and email this page to product.safety@altec.com
- Online through the customer portal – Altec Connect*



Product Safety



Altec Connect

*If the customer or the customer’s warranty provider performs the repair, submit a warranty claim through Altec Connect to be reimbursed for the cost of the parts and/or labor.

Model	Altec Unit Serial Number	Date Inspected

Company Name _____ Phone _____

Service Company Name _____ Phone _____

Company Contact _____

Company Mailing Address _____

City _____ State/Province _____

ZIP/Mailing Code _____ Country _____

Signature _____

Submission of this form does not order parts or schedule service from Altec.

Contact Altec for more information or to schedule the work to be done by Altec.

Make copies of this form for additional units if needed.