



U.S. Department of Transportation

**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

September 03, 2025

25V562

Joshua Chard
Altec Industries, Inc.
210 Inverness Center Drive
Birmingham, AL 35242

Subject: Cable Entry Step May Detach

Dear Joshua Chard:

This letter serves to acknowledge Altec Industries, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

ALTEC/SERVICE BODY/2024-2025
ALTEC/AERIAL DEVICE/2024-2025
ALTEC/DIGGER DERRICK/2024-2025

Mfr's Report Date: August 29, 2025

NHTSA Campaign Number: 25V562

Components:

STRUCTURE:FRAME AND MEMBERS

Potential Number of Units Affected: 1,352

Problem Description:

Altec Industries Inc. (Altec) is recalling certain 2024-2025 Aerial Device, Digger Derrick, and Service Body vehicles. The cable step wire rope assembly may be improperly secured, which can allow the cable entry step to detach from the vehicle.

Consequence:

A cable step that fails during use increases the risk of injury.

Remedy:

Altec will provide owners with instructions to inspect the cable crimps. If the cables are improperly crimped, Altec will provide instructions and a kit to replace the wire rope assemblies. Repairs will be

performed free of charge. Owner notification letters are expected to be mailed October 24, 2025. Owners may contact Altec customer service at 1-877-462-5832. Altec's number for this recall is CSN-3246.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-888-275-9171), or go to www.nhtsa.gov.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Altec Industries, Inc.'s contact for this recall will be Dusty Gardner who may be reached by email at dusty.gardner@dot.gov. We look forward to working with you.

Sincerely,

Alex Ansley

Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement