



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V400

Manufacturer Name: Altec Industries, Inc.

Submission Date: Jun 13, 2025

NHTSA Recall No.: 25V400

Manufacturer Recall No.: CSN-3229

Manufacturer Information

Population

Manufacturer Name: Altec Industries, Inc.

Address: 210 Inverness Center Drive
Birmingham AL, 35242

Total number of potentially involved: 965

Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2020-2020 Altec TA Series

Product Category: Buses, Medium & Heavy Vehicles

Product Type: Truck

Fuel / Propulsion: Spark Ignition Fuel

Production Dates: Jan 12, 2018 - Jun 06, 2025

Number of potentially involved: 1

Descriptive Information:

The affected field population includes all Altec units that utilize the Altec Power Distribution Module, PDM10, mounted on a four-wheel drive Chevrolet medium-duty or International CV chassis assembled by Altec after January 12, 2018. The recall population was identified through a review of production records.

Vehicle 2: 2019-2019 ALTEC L SERIES AERIAL DEVICE

Product Category: Buses, Medium & Heavy Vehicles

Product Type: Truck

Fuel / Propulsion: Spark Ignition Fuel

Production Dates: Jan 12, 2018 - Jun 06, 2025

Number of potentially involved: 1

Descriptive Information:

The affected field population includes all Altec units that utilize the Altec Power Distribution Module, PDM10, mounted on a four-wheel drive Chevrolet medium-duty or International CV chassis assembled by Altec after January 12, 2018. The recall population was identified through a review of production records.

Part 573 Safety Recall Report**25V400****Vehicle 3:** 2018-2025 ALTEC SERVICE BODY**Product Category:** Buses, Medium & Heavy Vehicles**Product Type:** Truck**Fuel / Propulsion:** Spark Ignition Fuel**Production Dates:** Jan 12, 2018 - Jun 06, 2025**Number of potentially involved:** 86**Descriptive Information:**

The affected field population includes all Altec units that utilize the Altec Power Distribution Module, PDM10, mounted on a four-wheel drive Chevrolet medium-duty or International CV chassis assembled by Altec after January 12, 2018. The recall population was identified through a review of production records.

Vehicle 4: 2018-2025 ALTEC LS SERIES**Product Category:** Buses, Medium & Heavy Vehicles**Product Type:** Truck**Fuel / Propulsion:** Spark Ignition Fuel**Production Dates:** Jan 12, 2018 - Jun 06, 2025**Number of potentially involved:** 4**Descriptive Information:**

The affected field population includes all Altec units that utilize the Altec Power Distribution Module, PDM10, mounted on a four-wheel drive Chevrolet medium-duty or International CV chassis assembled by Altec after January 12, 2018. The recall population was identified through a review of production records.

Vehicle 5: 2018-2025 ALTEC AT SERIES**Product Category:****Product Type:****Fuel / Propulsion:** Spark Ignition Fuel**Production Dates:** Jan 12, 2018 - Jun 06, 2025**Number of potentially involved:** 873**Descriptive Information:**

The affected field population includes all Altec units that utilize the Altec Power Distribution Module, PDM10, mounted on a four-wheel drive Chevrolet medium-duty or International CV chassis assembled by Altec after January 12, 2018. The recall population was identified through a review of production records.

Part 573 Safety Recall Report**25V400****Defect / Noncompliance Description****Description of the defect or noncompliance:**

The Altec Power Distribution Module (PDM 10) has an ignition hot circuit that could experience a voltage spike, allowing current to flow back to the chassis ignition circuit. Repeated voltage spikes could affect the transfer case control module (TCCM) and other chassis functions on the same circuit, including the PTO switch, inside rearview mirror, and rearview camera.

FMVSS1:**FMVSS2:****Description of the safety risk, including crash, fire, death, injury:**

If the TCCM or another chassis function experiences repeated voltage spikes, the system may degrade and begin to misinterpret its status; for example, the chassis could mistakenly detect a four-wheel drive high-speed selection when the switch is actually set to two-wheel drive high-speed selection. If the chassis identifies the incorrect state, it could lead to responsiveness and drivability issues, potentially causing injury or death to drivers and others nearby.

Description of the cause:**Identification of any warning that can occur:**

There is no warning.

Component Manufacturer**Tier of Supplier:****Supplier Type:****Name:** Altec Industries**Address:** 2106 S. Riverside Rd
St. Joseph MO, 64507**Country:** United States**Involved Components****Component Name 1:** Diode**Component Description:** Diode**Component Part Number:** 970282995

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Chronology

On March 21, 2025, an investigation on a customer vehicle by the OEM with an Altec unit mounted on the 2021 International CV found flyback voltage (~ -50 Vdc) on the ignition hot circuit. This voltage could damage the Transfer Case Control Module (TCCM). After discovering the possible flyback voltage, Altec researched the electrical schematics for the unit and found that if a diode was added to the circuit, it would likely prevent the flyback voltage. The circuit would be modified and tested to determine if the action resolved the issue on the subject chassis. The investigation found that the diode did prevent the flyback voltage and Altec began investigating the scope of the potential flyback voltage.

As a preventive measure, on April 15, a request to production was submitted to update the schematic generation software to add a flyback diode to the OEM ignition hot circuit that connects to the Ignition hot terminal of the Altec PDM. On May 2, 2025, the update was published, and the flyback diode was added to the schematics generated using the software. On June 6, 2025, all units in process had the diode added that had schematics generated prior to May 2, 2025.

On April 28, 2025, an Altec sales manager contacted Altec Chassis Engineering to report that the week of April 21, a representative of International had been at an owner's location to test units that had a report of poor braking performance. The OEM investigation determined that the chassis also had an issue with the flyback voltage affecting the chassis' performance by indicating to the system that the chassis was in a four-wheel drive high-speed setting when the chassis was operating in a two-wheel drive high-speed condition.

On April 29, 2025, Altec decided to add the flyback diode to the units with the customer to determine if the test diode could resolve the braking performance issue. After the diode was installed on the customer units and the TCCM was repaired, the issue was no longer detected.

On May 2, 2025, a Service Technician installed the flyback diode onto the ignition hot circuit of units at an International Dealer to have additional testing completed to confirm that the diode eliminated the voltage spike. International was able to confirm that the repair resolved the issue.

Around May 12, 2025, the customer and Altec decided to update all the affected units in the owner's Fleet. Altec began investigating the affected population to determine what chassis change or Altec component change caused the flyback voltage to appear.

During the investigation, Altec found that two Chevrolet bulletins were created regarding the OEM-provided upfitter circuits. A bulletin dated January 12, 2018, mentions circuit protection but is unclear on which models the recommendation applies to. The more recent bulletin specifically identifies the medium-duty chassis but does not include the recommendation for circuit protection. The body builder documentation first added the recommendation in the September 16, 2024, revision.

On May 15, 2025, the issue was discussed as a potential field action. Further investigation was required to determine the severity, detectability, and frequency of the issue within the field population to make a recommendation regarding the final risk to the owner. After reviewing all schematics for potentially affected units, the OEM body builder documentation, and customer-reported issues, Altec concluded on June 6, 2025, that a potential safety-related defect did exist, recommending that a recall be initiated for units with an Altec PDM 10 module built after January 12, 2018.

During the investigation, Altec found no warranty claims or field reports filed prior to the April investigation related to the issue. There have been no accidents, injuries, or deaths related to this issue.

Related NHTSA Recall Number:

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Description of Remedy

Remedy Type:

Consumer Advisories: Do Not Drive Park Outside

Description of remedy program:

Altec will add a diode to the ignition hot circuit for all affected units. When presented for repair, the recall remedy will be completed free of charge. 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 remedy adds a diode to the circuit, serving as a flyback diode to protect the ignition circuit from the PDM10 voltage spike.

Identify how/when recall condition was corrected in production:

All units built after June 6, 2025, include the diode added during production to function as a flyback diode, safeguarding the ignition circuit from the PDM10 voltage spike.

Reimbursement Plan

Description of reimbursement program:

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.

Period of reimbursement:

Costs to be reimbursed:

Address for reimbursement claims:

PO Box 8338
St Joseph MO, 64508

Recall Schedule

Description of recall schedule:

Altec will issue CSN-3229 to the owners of the affected units. Altec does not have a dealer network and issues letters to owners only.

Planned Dealer Notification Date:

No Dealers

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Planned Interim Owner Notification Date:

No Owners

Planned Remedy Owner Notification Date: Aug 08, 2025 - Aug 08, 2025

Phased Recall

Date when VIN will be searchable: