



U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

## Part 573 Safety Recall Report

# 25V562

**Manufacturer Name:** Altec Industries, Inc.

**Submission Date:** Oct 15, 2025

**NHTSA Recall No.:** 25V562

**Manufacturer Recall No.:** CSN-3246

### Manufacturer Information

### Population

**Manufacturer Name:** Altec Industries, Inc.

**Address:** 210 Inverness Center Drive  
Birmingham AL, 35242

**Total number of potentially involved:** 903

**Estimated percentage with defect:** 20%

### Vehicle Information

**Vehicle 1:** 2011-2025 ALTEC DIGGER DERRICK

**Product Category:** Buses, Medium & Heavy Vehicles

**Product Type:**

**Fuel / Propulsion:**

**Production Dates:** Aug 20, 2024 - Jul 15, 2025

**Number of potentially involved:** 277

**Descriptive Information:**

The recall population was identified by reviewing parts distribution orders and production records for units with affected part numbers produced during the relevant time period. Traceability of parts sales is limited, so the affected model types are estimated based on the percentage of known models in each group.

**Vehicle 2:** 2022-2025 ALTEC SERVICE BODY

**Product Category:** Buses, Medium & Heavy Vehicles

**Product Type:**

**Fuel / Propulsion:**

**Production Dates:** Aug 20, 2024 - Jul 15, 2025

**Number of potentially involved:** 21

**Descriptive Information:**

The recall population was identified by reviewing parts distribution orders and production records for units with affected part numbers produced during the relevant time period. Traceability of parts sales is limited, so the affected model types are estimated based on the percentage of known models in each group.

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**25V562****Vehicle 3:** 2011-2025 ALTEC AERIAL DEVICE**Product Category:** Buses, Medium & Heavy Vehicles**Product Type:****Fuel / Propulsion:****Production Dates:** Aug 20, 2024 - Jul 15, 2025**Number of potentially involved:** 605**Descriptive Information:**

The recall population was identified by reviewing parts distribution orders and production records for units with affected part numbers produced during the relevant time period. Traceability of parts sales is limited, so the affected model types are estimated based on the percentage of known models in each group.

## Defect / Noncompliance Description

**Description of the defect or noncompliance:**

The cable step's crimp diameter may not conform to specifications, potentially leading to the cable detaching from the crimped tube.

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

If the cable detaches from the crimp while someone is accessing the vehicle, they could fall, increasing the risk of serious injury or death.

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

There is no warning.

## Component Manufacturer

**Tier of Supplier:** Tier 1**Supplier Type:** Other**Name:** Altec

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**Address:** 2106 South Riverside Road  
St. Joseph MO, 64507

**Country:** United States

## Involved Components

**Component Name 1:** Wire Rope Assembly

**Component Description:** Wire Rope Assembly; 1.25 IN DIA; 159000 LB BREAK STREGTH

**Component Part Number:** 970548447

## Chronology

On July 11, 2025, a non-conforming crimp was found during production. On July 15, 2025, the quality team reviewed the incident report and immediately started a root cause investigation. Altec began to inspect all parts at production facilities and parts distribution centers to understand variation in crimp diameter. All potentially nonconforming stock was removed. During the investigation, it was found that the potential start date for the non-conforming issue was outside the onsite containment, and there was a possibility that units shipped to customers could have a non-conforming crimp.

On July 22, 2025, a potential field action investigation was opened to evaluate the occurrence, detectability, and identify the affected units. Altec began reviewing production records, maintenance logs for the crimping machinery, and parts orders. Additionally, Altec tested units in the field and interviewed operators during root cause analysis to identify a population of affected units.

On August 22, 2025, Altec reviewed the information collected in the investigation and concluded that a potential defect affecting customer units was possible, and the affected population should be notified of the potential defect. No other warranty claims or field reports were identified. There have been no accidents, injuries, or deaths related to this issue

**Related NHTSA Recall Number:**

## Description of Remedy

**Remedy Type:** Inspect, Replace

**Consumer Advisories:**  Do Not Drive  Park Outside

**Description of remedy program:**

Owners will be mailed instructions to inspect for a nonconforming crimp. If the crimp does not meet the specification, new assemblies will be provided to replace the step.

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-

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notification remedy of the problem associated with this recall.

## How remedy component differs from recalled component:

Crimps meet the required specifications.

## Identify how/when recall condition was corrected in production:

On July 15, 2025, Altec began to inspect all parts at production facilities and parts distribution centers to understand variation in crimp diameter. All potentially nonconforming stock was removed. The crimping cell was inspected, and the crimp press settings were adjusted to produce crimps within the specified tolerance for the parts. Work Instructions and check sheets were updated to reduce the time between sample inspections, and record-keeping practices were reviewed.

## Reimbursement Plan

### Description of reimbursement program:

Period of reimbursement:

Costs to be reimbursed:

Address for reimbursement claims:

## Recall Schedule

### Description of recall schedule:

Altec will issue CSN-3246 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

Planned Interim Owner Notification Date:  No Owners

Planned Remedy Owner Notification Date: Oct 24, 2025 - Oct 24, 2025  Phased Recall

Date when VIN will be searchable: