



August 19, 2021

IMPORTANT SAFETY RECALL

This notice applies to your vehicle. See attached serial number list.

NHTSA Safety Recall
No. 21E076

Dear Palfinger Dealer:

This notice is sent to you in accord with the National Traffic and Motor Vehicle Safety Act.

Palfinger, Inc. has determined that a defect relating to motor vehicle safety exists in certain models of its knuckle boom cranes. The affected models are made with a crane base that may develop cracks early in its working lifecycle that could cause crane failure and uncontrolled movement that could result in serious personal injury or death.

Refer to R-NC-2103 for the items covered under this recall. To determine or confirm if your units are included in this recall, compare the serial numbers of your units to those attached to this notice.

The procedures for crane base inspection and/or repair are included in the attached R-NC-2103. Visual inspections can be performed by the customer/owner, but your guidance is required to ensure a proper result. All repairs will need to be performed by you, or you can contact Palfinger at 1-800-567-1554 for further assistance. Depending on the extent of the base crack at the time of inspection, required repairs are expected to take anywhere from 30-60 hours.

If you have already performed the repairs outlined in the attached R-NC-2103, before receiving this letter, you may be eligible for reimbursement of the cost associated with your pre-notification work covered under this recall. You may contact Palfinger at 1-800-567-1554 for more details.

For all cranes that you have leased or sold that are included in this recall, you are required by Federal Law to forward a copy of this notice to their owners by first-class mail within 10 days of your receipt of this notice.

For U.S. owners: if after contacting your dealer or Palfinger at 1-800-567-1554, you are still not able to have the safety condition remedied within a reasonable time, you may write to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, DC 20590 or call 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.

We are sorry to cause this inconvenience; however, we are taking this action in the interest of your safety and that of your customers, as well as to ensure your continued satisfaction with Palfinger products.

Thank you for your immediate attention on this important matter.

Sincerely,

William J. Fenton, ASQ CMQ/OE
Regional Quality Manager Quality
Regional Operations

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