

December 29, 2021

## IMPORTANT SAFETY RECALL

**National Highway Traffic Safety Administration Recall Number: 21V-847**

Dear Palfinger Customer:

[REDACTED]  
[REDACTED]  
[REDACTED]

This notice is being sent to you in accordance with the requirements of the *National Traffic and Motor Vehicle Safety Act*.

### **Why is a recall being conducted?**

Palfinger USA has decided that a defect relating to motor vehicle safety exists in certain models of its Wallboard Cranes. The recall population includes affected models assembled from August 2016 to August 2021, with the components that function to anchor the cranes to the truck chassis. Affected models are: PW32001; PW32001-A; PW32001-SLE; PW35001; PW35001-SH; PW38001; PW42001; and PW50001.

We have determined that due to potentially high torsional stresses at the front of the truck's subframe, a crack can develop along the vertical weld line between the shear plate and subframe. Cracks may also be found at the vertical weld line between the mounting bushing and the shear plate. As a result of these cracked welds, a horizontal crack can form on the shear plate between the subframe and the chassis frame below the bushing. Risks related to motor vehicle safety are minimal, but risks associated with crane operation are elevated. If fatigue cracks are not repaired in a timely manner, they can propagate causing a shear plate failure which may result in a tipping or falling action of the boom tip and any attached load, causing potential harm to bystanders and/or damage to property.

### **What are we doing about the problem?**

Cranes subject to this recall will be inspected by a Palfinger USA representative, and any units found to have non-conforming shear plates/welds will be converted to an updated mounting design that will lower the stress concentrations to an acceptable level. This inspection and any necessary repair work is **free of charge to you**.

## What should you do?

Contact our National Service Manager, Niland Drake, at (469) 816-7764, or email to [n.drake@palfinger.com](mailto:n.drake@palfinger.com), and provide us with your Vehicle Identification Number (VIN) and Crane Serial Number (SN) to arrange for a field inspection by a Palfinger USA representative.

## How long will it take?

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to our customers. Depending on the results of the inspection, repair work is estimated to take anywhere from 15 to 40 hours.

If, after having attempted to take advantage of this recall, you believe that you have not been able to have your Aerial Lift Truck remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C. 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

At Palfinger USA, the safety of our customers is a top priority. We appreciate your confidence in our product and wish to do everything we can to retain that confidence. We recognize that this recall action will be an inconvenience to you, but we will strive to minimize it to the best of our ability.

Sincerely,

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



3501 South 11th Street | Council Bluffs, IA | 51501 | USA