

C1-104162659-4259

June 8, 2012

JUN 19 2012

National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, DC 20590

Attn: Administrator

Dear Sir:

We received a letter from Altec in regards to getting a Safety issue repaired on our 1997 Bucket Truck. We called the telephone numbers which were listed for us to schedule the necessary repairs. They informed us that we could take it to a dealership in Fort Wayne, Indiana. We contacted that particular dealership and they made an attempt to get the work but eventually they called us back and said they could not do the work, because they would not be reimbursed for their expense. That was Nurco in Fort Wayne, In. Phone No. 1-800-860-0183.

We called the Altec Indiana Service Center back and told them we would have to schedule the work With them, but we were told we first needed to fill out the proper forms which they would email to Us, before they would schedule the work. We have not as of this date, May 16, 2012, received the Form from them. We started this after receiving their letter in April.

I called ALTEC to request a form by mail on May 16, 2012.
We did receive the form and filled it out immediately.

We returned the form to them on May 21, 2012.

As of this date, June 8, 2012, we have not heard from them.

I am enclosing all of the information I have on this issue so you can review.

If you can get this problem resolved for us, we would appreciate it very much.

[REDACTED]
Wolcottville, Indiana [REDACTED]

NAH
062112
TDW

KLINK INC

UNITS AFFECTED BY CSN 559

The following unit(s) are on record as owned by your Company:

UNIT S/N

VIN #

1096BT0337

1FDXF80CXVW 



210 Inverness Center Drive
Birmingham, AL 35242

Telephone: 205-991-7733
Facsimile: 205-991-9993
www.altec.com

April 9, 2012

Dear Altec Owner,

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

Altec Industries, Inc. has decided that a defect which relates to motor vehicle safety exists in certain AA755 and AA755L Units. These units have a lower boom which should have been modified by adding stiffeners to each side. If the stiffeners have not been added, cracks may form in the lower boom resulting in boom failure. If the lower boom fails, death or serious injury may result.

Refer to CSN 599 for parts, labor and travel covered under the warranty policy. Altec will supply, free of charge, boom stiffeners to correct this condition.

In order to determine if your unit is affected by CSN 599, compare the serial number of your unit with the list of affected units as described on the CSN. The repair can be performed by the customer or you may contact Altec at 1-877-GO-ALTEC (1-877-462-5832) for further assistance.

For US owners: after contacting Altec, if 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>.

For Canadian Owners: if you are still not able to have the safety condition remedied by your dealer within a reasonable time, please contact Altec Customer Service at 1-877-GO-ALTEC (1-877-462-5832).

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. If you have sold or retired the unit please call Altec at 1-877-GO-ALTEC (1-877-462-5832) so the records may be changed.

If you have leased this equipment to another person or company, you are required by Federal Law to forward a copy of this notice to the lessee by first class mail within ten (10) days of the receipt of this notice.

We are sorry to cause this inconvenience; however we are taking this action in the interest of your safety and continued satisfaction with Altec products.

Thank you for your immediate attention on this important matter.

CUSTOMER SETUP FORM

Date 5-21-12

****PLEASE PRINT LEGIBLY****

Customer Name: [Redacted]
(If you are a person purchasing for a company, please use company name)

Glunk Electric, Inc.

Have you or a parent company ever done business with Altec before? ☐ YES ☒ NO

If YES, what previous company name? _____

Headquarters Phone: [Redacted] ^{cell} Company Web Site Address: [Redacted]

Contact Name: [Redacted] Contact Role: owner of truck

Phone: [Redacted] Phone Type ☐ Cell ☒ Land Fax: _____

Email: [Redacted]

Billing Contact: [Redacted] Contact Role: Wife of owner

Phone: [Redacted] Phone Type ☐ Cell ☒ Land

Email: [Redacted] Fax: none

Payment Method:

☒ COD ☐ Credit Card (Note: CC available for parts and service. It is not available for new or used equipment purchase)

*** IF YOU ARE REQUESTING CREDIT TERMS, AN ALTEC CREDIT APPLICATION IS REQUIRED. Please contact Altec for a credit application. (Please select COD or Credit Card until your credit app is reviewed.)

Bill to Address: [Redacted]
(Address invoices or statements will be mailed.)

Wolcottville, Indiana

City, State/Province, Postal Code(Zip): Wolcottville, Ind. [Redacted]

Ship to Address: same as billing address (No PO Box's)

City, State/Province, Postal Code(Zip): _____

Residential Address: ☒ Y ☐ N

Tax Status:

*State/Provincial SALES TAX: ☐ Exempt ☒ Taxable

(If you are tax exempt, we require a copy of your tax exemption certificate and if FET exempt we will need a copy of that exemption also - totally separate forms.)

*If a tax exempt certificate is not furnished parts/service/major units will be considered taxable.

*State sales tax exemption certificate/direct pay/resale is required.

** FET: ☐ Exempt ☒ Taxable

**FET EXEMPTION CERTIFICATE IS REQUIRED (Federal form different than State) ONLY IF A CUSTOMER IS PURCHASING A CHASSIS WITH A GVWR GREATER THAN 33,000 LBS.

How did you initially hear about Altec? (Please select one, most appropriate answer.)

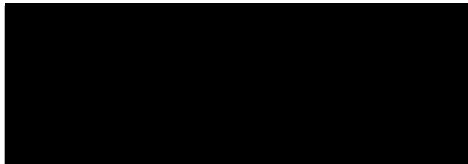
☐ Advertisement ☐ Internet ☐ Market Research Call ☐ Trade Show ☐ Direct(Account Manager)
☐ Parts/Service ☐ Rental ☐ Used Purchase ☐ Referral ☒ Dealer

contacted us about safety issue

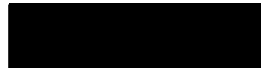
Form prepared by (Altec associate or customer): customer

This Section for use by Altec Customer Standard, Setup Associate:

Customer Account Number: _____ Altec Associate & Operating Co _____

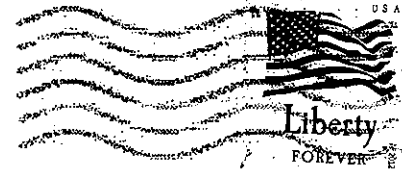


Wolcottville, Indiana



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National Highway Traffic Safety Admin.
1200 New Jersey Avenue SE
Washington, DC 20590

