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December 1, 2010

Dear Altec Owner,

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

Altec Industries, Inc. has decided that a defect which relates to motor vehicle safety exists in certain AT35-G and AT37-G aerial devices. This can, under certain conditions, possibly result in a fiberglass link failure.

Altec will supply a repair kit or a fiberglass link to correct this condition. This repair is covered by Altec's warranty policy.

In order to determine if your unit is affected by CSN 535, 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 Industries, Inc. at 1-877-GO-ALTEC (1-877-462-5832), prompt 1, to schedule the repair to be completed at an Altec facility or by an Altec mobile service technician.

After contacting Altec Industries, Inc., if you are still not able to have the safety defect 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>.

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.



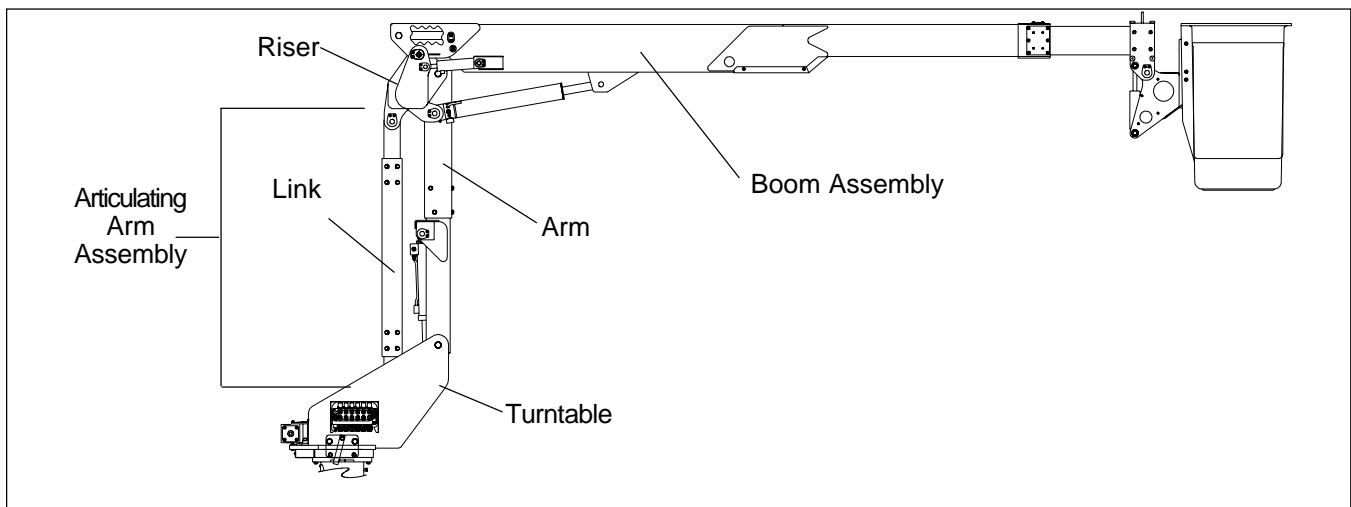
# Customer Service Notice

Date: December 1, 2010

Units Affected: AT35-G and AT37-G Units Manufactured With Insulating Arm Links  
(Serial numbers 1197DE0101 through 0508DE9620)

## Articulating Arm Fiberglass Link Inspection

The link is a part of the articulating arm assembly on the above units (refer to Figure 1). It connects to the turntable and the riser and helps maintain the correct position of the boom and platform during use.



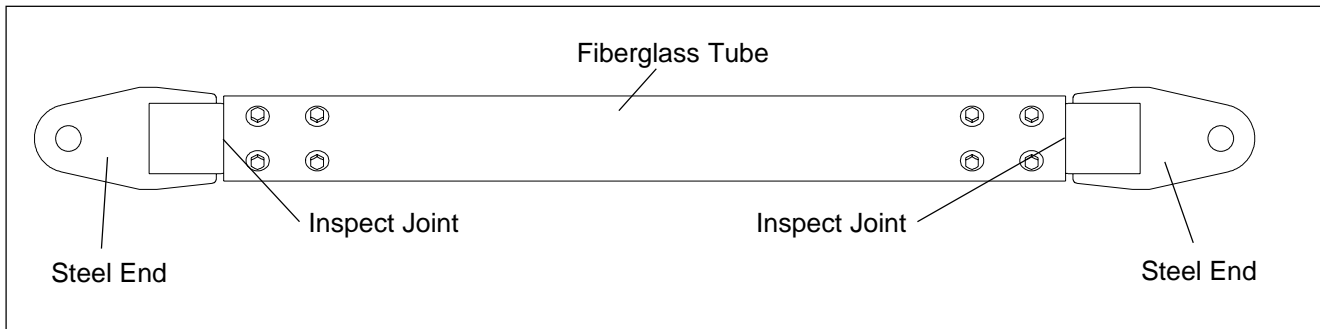
*Figure 1— Fiberglass Link and Arm*

The link is made of a fiberglass tube with steel ends glued into the tube. Cap screws are used at each end to help secure the joint. Altec has received reports of glue bond separation at the fiberglass to steel joint on the articulating arm fiberglass link. **Death or serious injury can result from falling from the platform. Failure of the articulating arm fiberglass link can cause falling from the platform.**

The general condition and the cap screws of the articulating arm fiberglass link are to be inspected during the Daily Preoperational Inspection at the beginning of each day's work. The glue bond between the metal and fiberglass parts of the link are included in the annual (1000 PTO hr/1 year) inspection. With proper operation and maintenance of the unit and complete periodic inspections, the articulating arm fiberglass link should last the life of the unit.

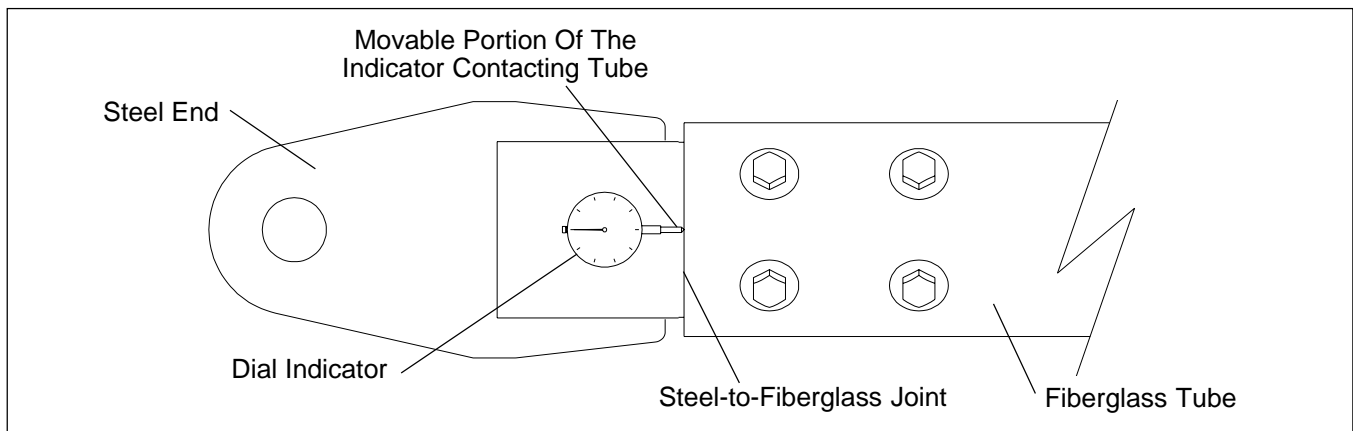
While this failure is unlikely, Altec requires all AT35-G and AT37-G units having this link in the affected range to be inspected at the next 1000 PTO hr/1 year service interval. A dial indicator and magnetic base is needed for the inspection. Use the following procedure for this inspection. This procedure may require two people to perform all the Steps.

1. Position the unit on a level surface, apply the parking brake and chock the wheels. Engage the unit's hydraulic system. Properly set the outriggers (if so equipped).
2. Use the lower controls and raise the lower boom out of the rest one to two feet.
3. The areas for the link inspection are at each end of the fiberglass where it joins the steel end (refer to Figure 2). Watch this area while performing Steps 6 and 7.



**Figure 2 — Link Inspection Areas**

4. Fasten a dial indicator onto the steel end at one end of the link (refer to Figure 3). Figure 3 shows the basic orientation of the dial indicator. The actual installation and position of the dial indicator will vary depending on size and style of attachment. Make sure the movable portion of the dial indicator is positioned so that it is firmly in contact with the end of the fiberglass tube.



**Figure 3 — Dial Indicator Placement**

5. Be sure the dial indicator is securely attached to the link, set up to measure movement between the steel and the fiberglass, and that the dial is set on zero.
6. Operate the Boom Down function from the lower controls putting the boom back in the rest and continue to hold the function for about two seconds to overstroke the boom in the rest.

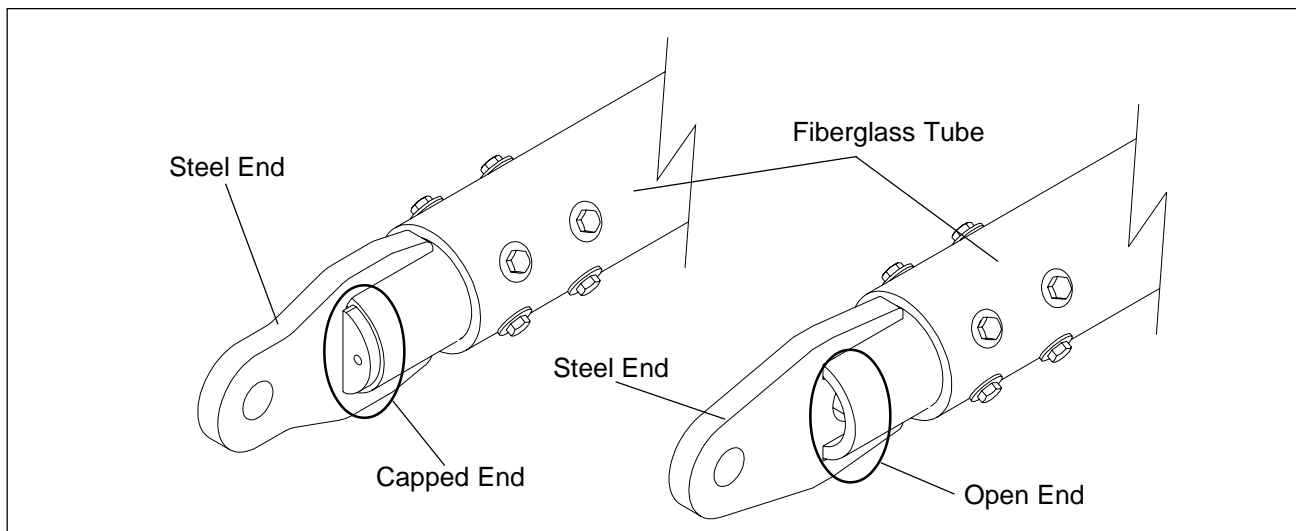
7. While performing Step 6, observe the reading on the dial indicator (may require a second person) to determine if there is any movement of the glue bond joint and if so, how much. Record the result on the inspection sheet included with this notice.
8. Repeat Steps 2 through 7 for the inspection area on the other end of the link.
9. Take the following action depending on the measurement seen on the dial indicator during the test.

**Movement equal to or less than .020 inch at both ends of the link:**

- Check fiberglass to steel fasteners at 63 ft-lb (85 Nm) according to the maintenance manual.
- No further action is required.

**Movement between .020 inch and .125 inch at either end of the link:**

- Determine whether the steel end weldments of the link are open or capped (refer to Figure 4).



**Figure 4 — Link Style**

*Link weldment open*

- Order the 970270320 Link Through Bolt Kit. Follow the instructions included with the kit to install the reinforcing bolts that are supplied in the kit.

*Link weldment capped*

- Order 970276836 Link Replacement Kit (AT35-G) or 970276837 Link Replacement Kit (AT37-G) and install.

**Movement equal to or greater than .125 inch at either end of the link:**

- *Remove the unit from service immediately.*
- Order 970276836 Link Replacement Kit (AT35-G) or 970276837 Link Replacement Kit (AT37-G) and install.

10. After completing the inspection and determining the action required, remove the dial indicator. Stow the unit, retract the outriggers (if equipped), disengage the unit's hydraulic system, and return the unit to service.
11. Complete and fax the form to the toll-free number or mail the results to the address given.
12. Add this CSN to the maintenance manual and add the link movement inspection as a part of all future 2 year (2,000 PTO hr) inspections.

Call 1-877-GO-ALTEC (1-877-462-5832) to order the required parts or to schedule the work to be done by an Altec service technician. Installation of the through bolt or replacement of the articulating arm fiberglass link can be done by the customer. This repair is covered under the Altec Warranty System. A warranty claim must be submitted for reimbursement for the cost of the parts and for labor. Transportation charges may apply if the service work is done at the customer location.

Altec Use Only	
Labor Allowance	0 hr Inspection, 1.5 hr Link Repl 2.0 hr Through Bolt Install
Account #	010.1056.43151.919.000.000
Parts	Warranty Allowed
Prime Fail P/N	070340217 or 070340218
Doc Ref	749-00472 or 749-00473

# CSN 535 Inspection Sheet

Complete this form and FAX to: 1-877-659-9929

Model	Serial Number	Linear Link Movement		Amount	Date Inspected
		Yes	No		

Make additional copies of this form, as needed, for additional units. Contact Technical Support at 1-877-GO ALTEC (1-877-462-5832), prompt 4, for further repair information.

Company Name: \_\_\_\_\_ Phone \_\_\_\_\_

Company Contact: \_\_\_\_\_

Company Street Address: \_\_\_\_\_

State: \_\_\_\_\_ ZIP Code: \_\_\_\_\_

Signature: \_\_\_\_\_