



# Customer Service Notice

Date: May 25, 2011

Units Affected: All AT40M/P units built from serial numbers 0607CZ0000 (June, 2007) through 1009CZ0118 (October, 2009)

## Link Replacement

The link on the AT40M/P units is part of the articulating arm assembly (refer to Figure 1). The link is also part of the chassis insulating system on the aerial device. Altec has found rust inside the steel weldment may run over the inner surface of the insulating link and over time compromise the dielectric integrity of the link. The source of the rust within links was found to be metal particles generated during manufacturing. This condition only effects the quality of the insulating link of the chassis insulating system. The chassis insulating system is not required by industry standards, but was provided by Altec as standard equipment on these units. The insulating properties of the main boom are not effected.

**Failure to maintain the dielectric characteristics of the provided chassis insulating system can allow the chassis to become energized in the event of accidental contact between the upper boom assembly and an unguarded energized conductor. Death or serious injury will result should a person standing on the ground come in contact with or close proximity to an energized chassis.**

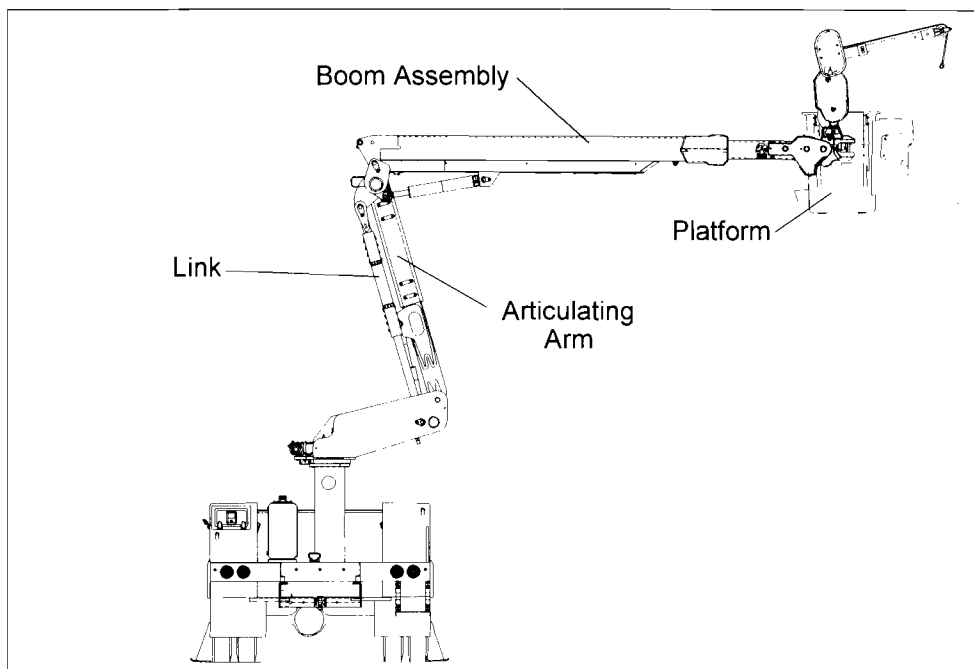


Figure 1 — Link Location

Altec requires that the links on the above listed units be replaced to ensure continued dielectric integrity. The links must be replaced within 60 days of receipt of this CSN. If the chassis insulating system has been dielectrically tested within the last year, the unit may continue to be operated as normal while awaiting link replacement. If the unit has not had the chassis insulating system tested in the last year, such a test should be conducted or crews must treat the link sections as non-insulating. The manufacturing process has been changed and replacement link has been redesigned to address the initial condition.

Call 1-877-GO-ALTEC to order the Link Replacement Kit, part number 970299534, or to schedule the work to be done by an Altec service technician. This repair is covered under the Altec Warranty System. Installation of the Link Replacement Kit can be done by the customer. The parts for this repair are covered under the Altec Warranty System. Additionally, Altec will reimburse up to \$240 for the labor to perform this repair. A warranty claim must be submitted for reimbursement for the cost of the parts and labor. Customers are responsible for the travel costs of an Altec Mobile Service technician if the technician performs the repair at the owner's location.

	Altec Use Only
Labor Allowance	6.0 hr
Account #	010.1026.43151.917.0000.000
Parts	Warranty Allowed
Prime Fail P/N	970156124
Doc Ref	749-00485