



Altec Industries, Inc.  
Midwest Division  
St. Joseph, Missouri

CSN 541A

# Customer Service Notice

Date: June 2, 2011

Units Affected: See last page for affected units list

## Rotation Bearing Fastener Replacement

This Customer Service Notice (CSN) is in response to field failures reported to Altec. **Death or serious injury can result from uncontrolled movement. Failure of the rotation bearing fasteners can result in uncontrolled movement.**

Altec has been working with the fastener supplier to determine the root cause and the corrective action required. This CSN provides that information. After performing the CSN corrective action, the rotation bearing fastener inspections can be performed at the normally scheduled preventive maintenance intervals as explained in the Maintenance Manual.

Evaluation by the fastener supplier and by Altec has confirmed the failure of the fasteners was due to stress corrosion cracking. In general, the higher the fastener's strength, the more susceptible it is to stress corrosion cracking. This rather complex phenomenon has three contributing factors: fastener susceptibility, environmental exposure and fastener loading. Since the environments that Altec equipment operates and the loads imparted on the fasteners have not changed on average, great attention was paid to particular supplier lots of fasteners that produced the failures.

Data indicates that the fastener failures were from isolated lots that were in the high-end of the strength specification required for these fasteners. Altec requires that the fasteners from these isolated lots be replaced at the next preventative maintenance interval or no more than sixty days from the receipt of this CSN, whichever comes first.

There are six Fastener Replacement Kits, part numbers 970266818, 970266819, 970266820, 970266822, 970266823, and 970266824. Some units require both inner and outer race fasteners to be replaced, while other units may need to replace only the inner or outer, but not both. The fasteners should be replaced one-at-a-time so that the job can be completed with a minimum of tools and equipment.

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Call 1-877-GO-ALTEC to order the fastener kit or to schedule the work to be done by an Altec service technician. Replacement of the rotation bearing fasteners can be done by the customer. The cost of the repair kit is covered under the Altec Warranty System. Additionally, Altec will reimburse up to \$600 for labor to perform this repair. 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.

## CSN 541A Table 1

**D880**  
0486-D1232

**AA500/600**  
0208-J4247

**AM450/755**  
0600-R3587

**LB546/650**  
1089-S0526

**D842/845**  
1187-T0204  
1089-T0779

**AN Series**  
0400-U2440

**AA500L/600L**  
0798-V0602

**D2000**  
0194-Y0171

**D945/947**  
0496BA0727  
0996BA0852  
0399BA1735  
0600BA2374  
1002BA3531  
0103BA3683

**AM650**  
0998BB1248  
1000BB2302  
0501BB2588  
0901BB2761  
1103BB3388

**AM855 Elevator**  
0395BS0126

**AP45**  
0497BU0540  
0999BU0990

**AA755L**  
0397BZ0233  
0900BZ1467  
0203BZ2345  
0203BZ2347  
0705BZ3715  
0508BZ5654

**D3000**  
0104CA0537  
0406CA0770

**D3000A**  
0905CM0113  
1005CM0118  
0807CM0242  
0907CM0251

**LRV**  
0504CV2934  
0704CV3097  
0804CV3171  
0805CV3991  
0606CV5041  
0107CV5973  
0507CV6316  
0707CV6507  
1007CV6745  
1207CV6960  
0808CV7838  
0109CV8246  
0809CV8688

**AM50/55/60/E**  
0803DM0293

**DL42/45**  
1103DU0141

**DM45/47**  
0605DV1286  
0908DV3795  
1008DV3909

**AA55**  
1108EM0488