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April 20, 2011

Dear Altec Owner,

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

Altec Environmental Products (AEP) has decided that a condition which relates to motor vehicle safety exists in certain DC912A Chipper Units with chassis serial numbers ending in 9S200342 through AS200450. These units have wheel lug nuts that may become loose. If the lug nuts become loose, the wheel and tire may come off while traveling. If the wheel and tire comes off while traveling, death or serious injury may result.

Refer to CSN 543 for parts, labor and travel covered under the warranty policy.

In order to determine if your unit is affected by CSN 543, 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 AEP at 1-800-269-5188 for further assistance.

After contacting AEP, 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>.

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: April, 20, 2011

Units Affected: All DC912A Chipper Units having chassis serial numbers ending with 9S200342 through AS200450 (see attached list)

Wheel Lug Nut Inspection

Altec has received a small number of reports of lug nuts becoming loose and causing damage to the wheel or hub of the above chipper. The serial number for the units involved in this action is located on a plate on the chipper chassis and is also welded on the frame (refer to Figure 1). The serial number is the last eight digits of the chassis VIN.

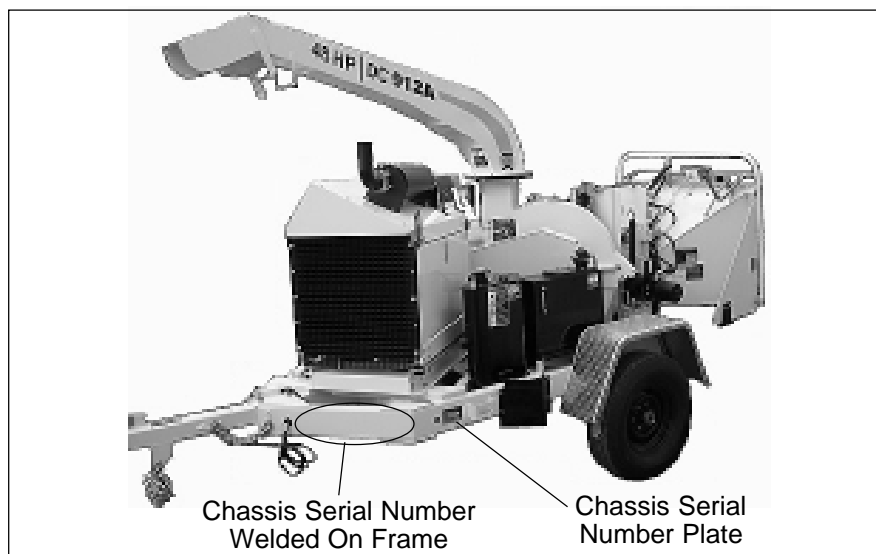


Figure 1 — Serial Number Location

Investigation of the problem shows a possible over-torquing of the lug nuts can cause the nuts to not retain the proper torque value. **Death or serious injury can result from a wheel separating from the chipper frame. Failure of the lug nuts to remain tight can cause separation of the wheel.**

Altec requires a check of the wheel lug nuts on each side of the chipper chassis to see if any are loose. If the lug nuts have been checked according to the procedure in the Operator's Manual Daily Pre-Operational Inspection, perform the inspection at the next periodic maintenance interval (but no more than 3 months). Use an accurate click-type manual torque wrench. Apply 95 ft-lb. torque on the lug nuts by a smooth pull on the torque wrench without jerking and watch for any nut movement. If the nuts do not move at 95 ft-lb, back the nut off and

retorque it to 105 ft-lb. If the lug nuts are loose or if they have often become loose between periodic inspections, contact Altec to replace the tire rim and axle hub/drum assembly.

If the lug nuts have not been checked according to the procedure in the Operator's Manual Daily Pre-Operational Inspection, tighten the lug nuts, *using a torque wrench*, to 105 ft-lb. Perform the lug nut inspection at the next periodic maintenance interval of 3 months. If the lug nuts are loose or if they have often become loose between initial torquing and the periodic inspection, contact Altec to replace the tire rim and axle hub/drum assembly.

Call 1-800-269-5188 to order a tire rim and axle hub/drum assembly kit, part number 970295241 (p/n is for only one wheel and hub/drum), 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 tire rim and axle hub/drum can be done by the customer.

The parts for this repair are covered under the Altec Warranty System. Additionally, Altec will reimburse up to \$125 for each wheel and rim 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.