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May 23, 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 Industries, Inc. has decided that a condition which relates to motor vehicle safety exists in certain AT40M/P units with serial numbers 0607CZ0000 through 1009CZ0118. These units have fiberglass links that may lose dielectric integrity. If the links do not retain the dielectric capabilities, the chassis insulating system may be compromised. If the insulating system does not operate properly, death or serious injury may result.

Refer to CSN 544 for parts, labor and travel covered under the warranty policy.

In order to determine if your unit is affected by CSN 544, 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 for further assistance.

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>.

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: May 23, 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 the 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.

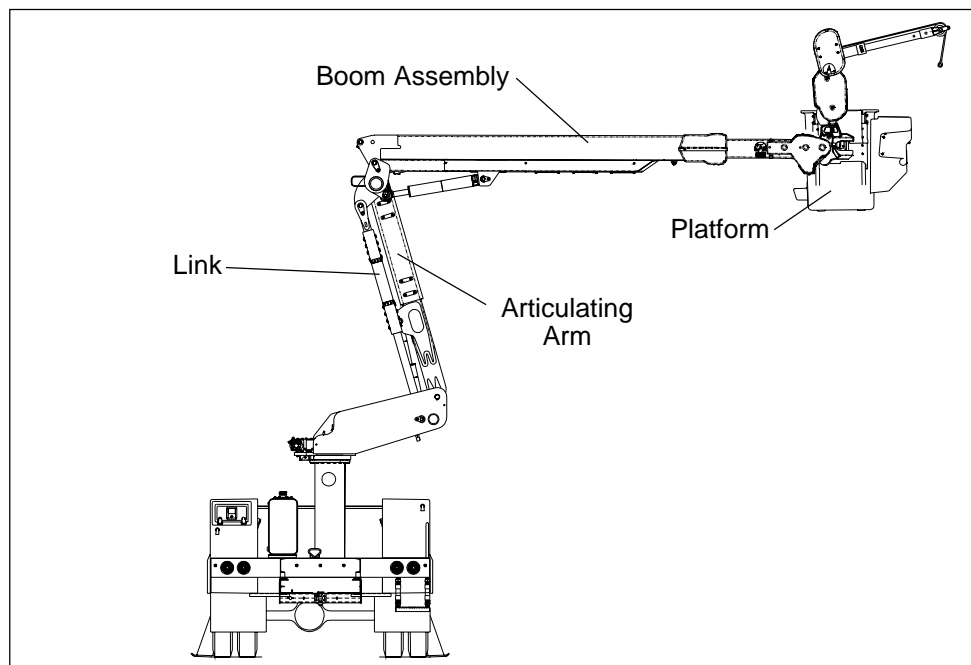


Figure 1 — Link Location

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