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September 7, 2011

Dear Altec Owner,

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

Altec Industries, Inc. has decided that a condition which relates to motor vehicle safety exists in certain AM900, AM Elevator, AM50/55, AA55, and A65/A70/A75/A72-T/A77-T/A82-T Units manufactured for Category A rating and equipped with a BCM 44B Meter Leakage Monitoring System. These units may have been wired incorrectly causing false readings on the meter. If the wiring is incorrect, the operator may assume the Category A components are correctly connected when they are not. If the Category A components are not correctly connected, death or serious injury may result.

Refer to CSN 549 for parts, labor and travel covered under the warranty policy. Altec will supply a wiring harness kit to correct this condition.

In order to determine if your unit is affected by CSN 549, 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 at 1-877-GO-ALTEC (1-877-462-5832) for further assistance.

For US owners: 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>.

For Canadian Owners: if you are still not able to have the safety condition remedied by your dealer within a reasonable time, please contact Altec Customer Service at 1-877-GO-ALTEC (1-877-462-5832).

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. 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: September 7, 2011

Units Affected: Units designed and manufactured for Category A rating using a BCM 44B Meter Electrical Leakage Monitoring System (see attached list)

## Category A Electrical Leakage Monitoring System Update

It was discovered that some units that were ordered with the BCM 44B meter may have been wired incorrectly. The manner in which these units were wired does not allow the meter to properly check for continuity. Continuity is used as a means to indicate that all the leakage monitor wiring is correctly connected. The wiring as it left the factory does function properly as a leakage monitoring system. However, the leakage monitor wiring on the affected units could come loose and the meter would still show continuity indicating that all components are correctly connected when they are not. **Death or serious injury will result from unprotected contact with energized conductors. Failure of the Leakage Monitoring system can result in unprotected contact with energized conductors.**

Altec requires the affected units to be inspected within 15 days after receiving this CSN. *All affected units must also have a leakage monitoring system update kit installed no later than the next preventative maintenance interval.* The update kit will make sure the continuity function operates properly in the future. The inspection and update kit installation can be performed by the customer or the customer's Altec warranty provider.

Use the following procedure to inspect the leakage monitoring system.

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 and disengage the unit's hydraulic system.
2. Locate the leakage monitor terminal strip. On most units, the terminal strip will be located in the upper boom attached to the back of a cover that is closest to the fiberglass/weldment joint (refer to Figure 1). Depending on the unit, the wiring should look like one of

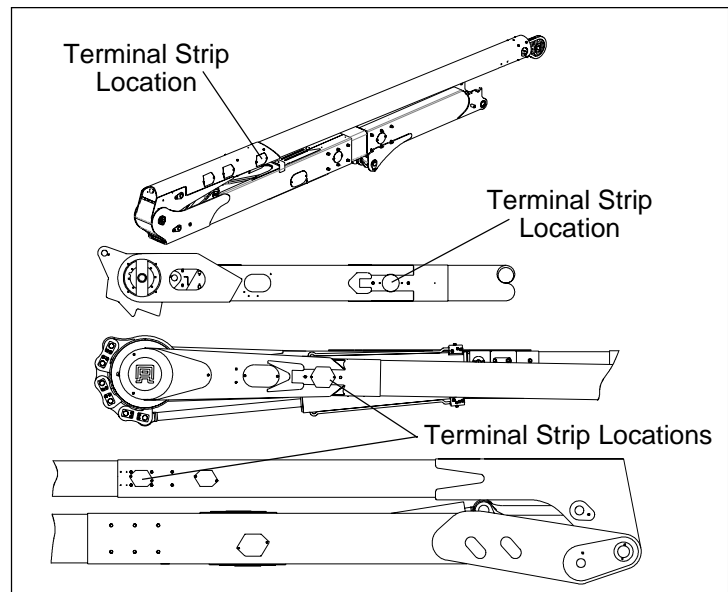
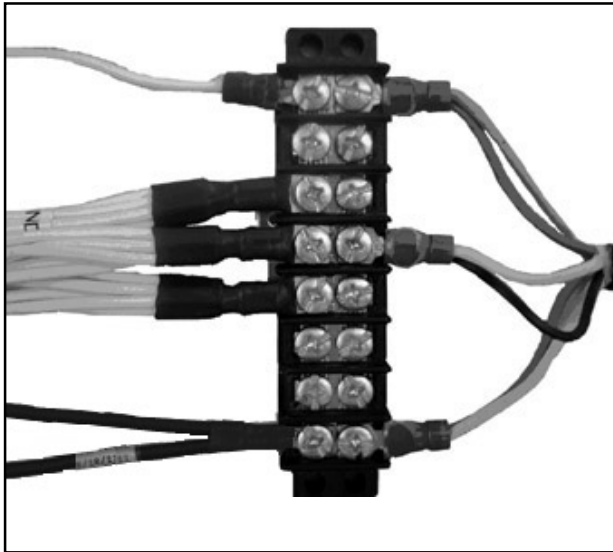
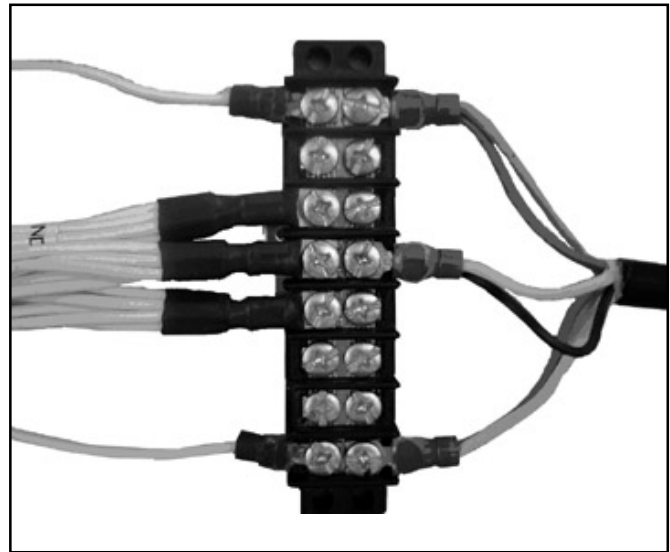


Figure 1 — Locating Leakage Monitor Wiring

the two versions illustrated below (refer to Figures 2 and 3). Inspect the terminal strip for any loose connections or disconnected wire terminals.



**Figure 2 — Leakage Monitor Wiring, AM900, AM50/55/60/E Units**



**Figure 3 — Leakage Monitor Wiring, A65/A70/A75/A72-T/A77-T/A82-T/A47-OC/A50-OC/A55-OC/A55E-OC**

3. If the wiring connections are tight and all terminals are connected to the strip, the inspection is complete. If the wiring terminals are loose, tighten the screws securely. If the terminals are disconnected, reinstall the wiring using Figures 2 and 3. After tightening or reinstalling the wiring, perform the daily operational test as described in the BCM 44B Meter manual before using the unit as a Category A aerial device.
4. After the inspection or any repairs are complete, reinstall the cover. Retract the outriggers and disengage the hydraulic system. Return the unit to service.
5. Complete the inspection form and fax it into Altec.

*Regardless on the results of the inspection, all units affected by this CSN require the Leakage Monitor Update Kit to be installed no later than the next preventative maintenance interval.*

This repair is covered under the Altec Warranty Policy and can be performed by Altec or the customer’s warranty provider. Altec will allow up to \$100 for an inspection and up to \$495 for the labor for the installation of the repair kit. A warranty claim must be submitted for the cost of the labor. Call 1-877-GO-ALTEC to order the Leakage Monitor Update Kit (pn 970317040 for AM900, AM50/55/60/E Units or 970317042 for A65/A70/A75/A72-T/A77-T/A82-T/A47-OC/A50-OC/A55-OC/A55E-OC) or to schedule the work to be done by an Altec service technician. Customers are responsible for the travel costs of an Altec Mobile Service technician if the technician performs the inspection or repair at the owner’s location.

	Altec Use Only
Labor Allowance	1.0 hr Inspection 5.0 hr Kit Installation
Account #	010.1036.43151.658.0000.000
Parts	Warranty Allowed
Prime Fail P/N	970317040 or 970317042
Doc Ref	749-00491

# CSN 549 Leakage Monitor Terminal Inspection Sheet

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

Model	Serial Number	Wiring is Correct		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 \_\_\_\_\_

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

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

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

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

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

## CSN 549 Affected Units

### Affected units shown by Model and Serial Number

Model	Serial Number	Model	Serial Number
AM900	0403-R3744	A65/A70/	0697CT0101
	0503-R3746	A75/A72-T/	0697CT0102
	0503-R3747	A77-T/A82-T	1197CT0109
AM Elevator	0902-Z0300		1297CT0110
	0508-Z0569		1297CT0111
	0508-Z0572		1297CT0112
			1297CT0113
AM50/55	0508DM2073		0198CT0114
			0898CT0131
			0898CT0135
AA55	0809EM0714		0898CT0136
			0998CT0137
			0998CT0139
			0998CT0141
			0998CT0143
			1098CT0145
			0699CT0177
			0799CT0181
			0799CT0182
			0899CT0188
			0700CT0291
			0502CT0442
			0502CT0444
			0602CT0446
			0204CT0616
			0404CT0640
			0404CT0641
			0404CT0647
			1105CT0874
			0706CT0990
			0706CT0993
			0706CT0994
			0706CT0999
			0706CT1000
			0806CT1001
			0806CT1003
			0107CT1029
			0107CT1030
			0107CT1033
			0407CT1063
			0407CT1064
			0407CT1065
			0507CT1070
	0507CT1071		
	0507CT1074		
	1007CT1126		
	1007CT1127		
	1007CT1128		
	1007CT1129		
	1007CT1130		
	0208CT1171		
	0208CT1172		
	0308CT1177		
	0309CT1293		
	0309CT1295		
	0309CT1296		
	0609CT1320		
	0609CT1321		
	0709CT1324		