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August 30, 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 body door latches. These latches may not latch properly in the secondary position, and the door may open while the vehicle is driven on the highway. If a door comes open, property may fall from the vehicle, and death or serious injury may result.

Refer to CSN 546 for parts, labor and travel covered under the warranty policy. Altec will supply, for those units affected, door latches to correct this condition.

In order to determine if your unit is affected by CSN 546, 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

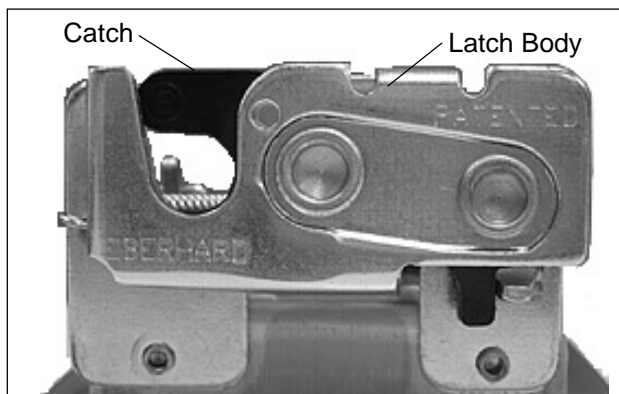
Date: August 30, 2011

Units Affected: All utility service bodies in service between May 1, 2009 and June 1, 2011

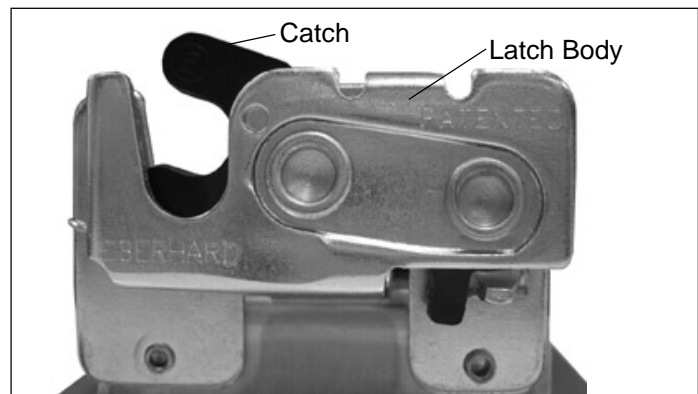
## Body Door Latch Inspection

The door latches used on Altec utility bodies are manufactured with a two stage latching mechanism having a primary and secondary position. Some customers have reported body door latches that came open while driving. Investigation found that some doors were not fully closed and the secondary latch position failed allowing the door to open. The secondary position is designed as a safety feature in case the door is not completely latched.

When placed into the primary position (refer to Figure 1), the door is considered fully secured. When the door is not fully closed, the latch is in the secondary position (refer to Figure 2). Supplier investigation identified potential deficiencies in the secondary latching mechanism of some supplied latches. Such parts may not fully retain the compartment door during travel if the latch is in the secondary position. **Death or serious injury can result from items falling from a moving vehicle. Open body compartment doors can allow items to fall from a moving vehicle.**



*Figure 1 — Primary Latch Position*



*Figure 2 — Secondary Latch Position*

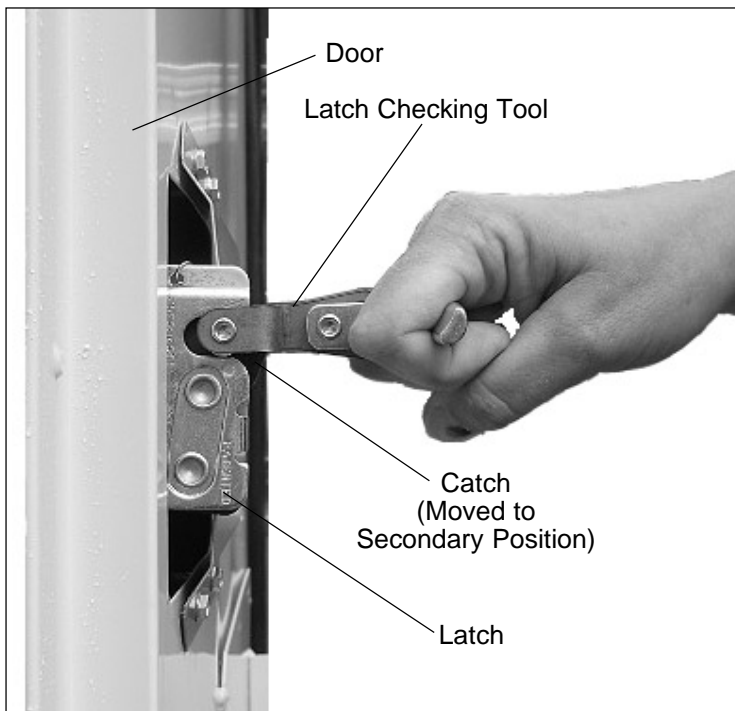
Altec requires all latches on affected units to be inspected in secondary latching position to make sure they are functioning properly. This inspection must be done on or before the next scheduled periodic maintenance (not to exceed six months of receiving this CSN). If a latch is found to be defective, the unit and vehicle can remain in use, but the latch must be replaced at the next scheduled periodic maintenance (not to exceed six months from date of inspection). The operator must be sure the door is completely closed and latched in the **primary** latch position before transport. The inspection, and any needed latch replacement, can be done by the customer.

Use the following procedure and the supplied checking tool for horizontal or vertical latch installation. Additional checking tools (p/n 970321270) are available, free of charge, by calling 1-877-GO-ALTEC (1-877-462-5832), prompt 1 for parts..

1. Open door to engage door prop rod. Make sure the door latch is in the fully open position with the catch (black u-shape part) at a 90 degree angle from the latch body.

2. Insert checking tool into the catch of the latch. Move the catch into the secondary position (refer to Figure 2) by pushing on the checking tool until the catch moves from fully open.

3. With your feet positioned to ensure good balance, place your hand on the edge of door. Use your other hand to pull outward or upward on the checking tool (refer to Figure 3) using a strong, steady pull. Do not jerk on the checking tool handle to test the latch. Applying a strong, steady pull on the tool should not release the latch in the secondary position.



**Figure 3 — Testing The Latch**

4. If the catch releases, replace the latch no later than the next scheduled periodic maintenance (not to exceed 6 months).

5. Perform Steps 1 through 5 on all other door latches.

This repair is covered under the Altec Warranty Policy and can be performed by Altec or the customer's authorized warranty provider. Altec will allow up to \$35 for the labor to replace each latch. A warranty claim must be submitted. Call 1-877-GO-ALTEC, prompt 1, to order the Latch Kit (p/n 970314965) 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.

# CSN 546 Inspection Sheet

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

Altec Unit Serial Number	Number of Latches Inspected	Date Inspection Completed	Number of Latches Requiring Replacement

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: \_\_\_\_\_