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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 defect which relates to motor vehicle safety exists in certain DL/DM Series, D4000A Series, and DB37 Digger Derrick units. These units have controls on which the interlock may not operate properly. If the control interlock does not function properly, the control handle can be accidentally shifted causing unit movement. If the unit accidentally moves, death or serious injury may result.

Refer to CSN 550 for parts, labor and travel covered under the warranty policy. Altec will supply replacement controls to correct this condition.

In order to determine if your unit is affected by CSN 550, 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: DL/DM Series, D4000A Series, and DB37 Digger Derrick units
 (see attached list)

Control Handle Replacement

Altec has discovered some control handles on the listed units may have defects that allow enough movement of the handles with the interlock still engaged to activate a machine function. This movement can cause boom functions to operate causing unit movement. **Death or serious injury can result from unanticipated unit movement.**

Altec requires all affected units to have the control handles inspected within 90 days of receipt of this CSN. Two types of control handles are used on the units. Determine the type on the panel by comparing the control handles to those shown on Figure 1. If they look like type 1, the control handles must be replaced. If they look like type 2, no replacement is necessary. In either case, complete the CSN 550 Inspection sheet on Page 2 and fax it back to Altec.

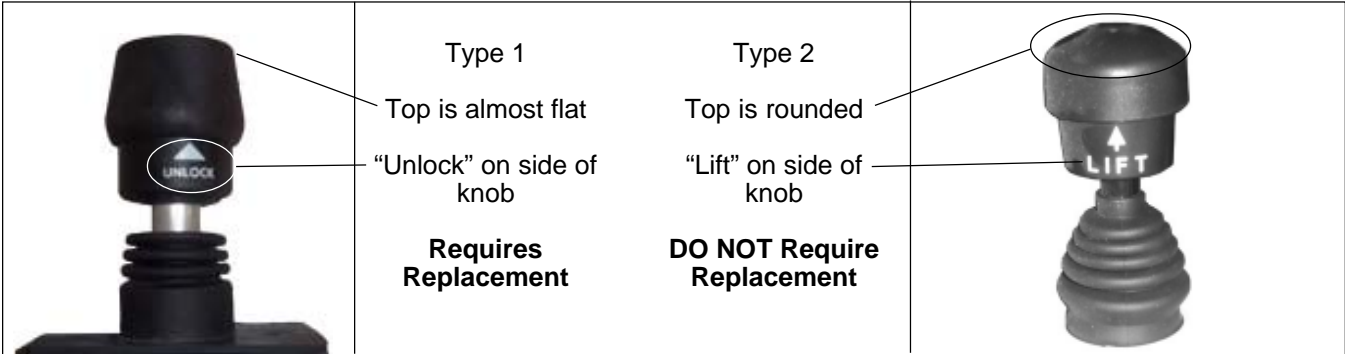


Figure 1 — Control Handle Types

A kit has been developed to provide the controls and instructions for the replacement. Order part number 970316777, Control Handle Replacement Kit for units requiring replacement (six control handles are in each kit). 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 \$90 for the labor to perform this repair. A warranty claim must be submitted for the cost of the labor. Call 1-877-GO-ALTEC 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 550 Inspection Sheet

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

Model	Serial Number	Control Handle 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 550 Affected Units

Affected units shown by Model and Serial Number

Model	Serial Number	Model	Serial Number
DM47 TR	0211DV4937	D4060A	0111DF0371
DM47 TR	0211DV4946	D4065A	0211DF0380
DM47 TR	0211DV4952	D4065A	0211DF0385
DM47 TR	0211DV4955	D4065A	0211DF0386
DM47 TR	0211DV4958		
DM47 TR	0211DV4959		
DM45 BR	0211DV4960	DB37	0311ET0245
DM47 TR	0211DV4961	DB37	0311ET0246
DM47 TR	0211DV4963	DB37	0311ET0247
DM47 TR	0211DV4965	DB37	0311ET0248
DM47 TR	0211DV4967	DB37	0411ET0249
DM47 TR	0211DV4968	DB37	0411ET0250
DM47 TR	0211DV4970	DB37	0411ET0252
DM47 TR	0211DV4972		
DM47 TR	0211DV4974		
DM47 TR	0211DV4977		
DM47 TR	0311DV4979		
DM47 TR	0311DV4981		
DM47 TR	0311DV4983		
DM47 TR	0311DV4987		
DM47 TR	0311DV4989		
DM47 TR	0311DV4994		
DM47 TR	0311DV4995		
DM47 TR	0311DV4998		