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January 11, 2012

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 digger derrick and aerial device units using the Sure Power battery separator. These units have a possibility of a separator malfunction. A battery separator malfunction can cause a chassis fire. If a chassis fire occurs, death or serious injury may result.

Refer to CSN 554A for parts, labor and travel covered under the warranty policy. Altec will supply, free of charge, a replacement battery separator to correct this condition.

In order to determine if your unit is affected by CSN 554A, 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: January 11, 2012


Units Affected: Units using Sure Power, Inc. Model 1314 or 1315 Sure Power
Battery Separator (see attached list of units)

Battery Separator Replacement

Sure Power, Inc., manufacturer of the Sure Power Battery Separators, has notified Altec of the possible failure of the above listed models which could cause a chassis fire. Sure Power, Inc. has requested that Altec notify all owners on record of the affected battery separators. The battery separator is a device used to separate the chassis batteries from any auxiliary batteries/ electrical systems during various functions in normal operation.

A portion of the Sure Power letter is shown below. **Death or serious injury can result from a chassis fire. Electrical shorts can cause a chassis fire.**

Sure Power, Inc. (*Sure Power*) has been producing quality, ruggedized power conversion and power management products for 52 years, with an outstanding record of performance in the challenging non-automotive transportation application environment.



Unfortunately, we have had reports of overheating, smoke and on rare occasions, fire, in battery separators models 1314 and 1315.

We have been conducting an investigation, including extensive analysis and testing, and though we have not yet been able to determine the actual cause of the thermal events, we currently believe that some units may suffer an internal circuit board capacitor failure, which could lead to overheating, smoke and, on rare occasions, fire.

Although we have not received any reports of injuries, this issue may put our customers at risk of property damage or injury, and so **we have decided to initiate an immediate voluntary recall of the products.** We are conducting this recall in cooperation with the U.S. Consumer Product Safety Commission and other international safety regulatory bodies. The following table below lists the model numbers and serial number ranges that are affected by this recall ("Affected Products").

There are two models of the battery separator used by Altec that may require replacement. Altec requires a visual inspection of affected units and replacement of any battery separators in the listed serial number range. The inspection explained on the next page can be done by the customer and usually requires no tools.

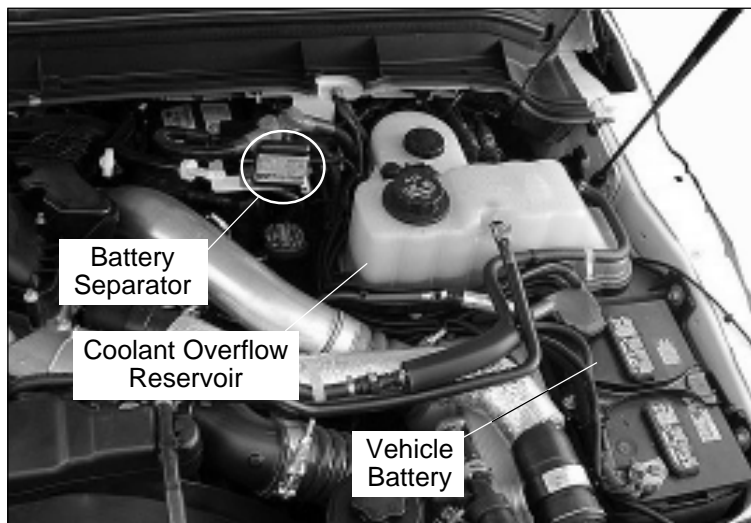


Figure 1 — Typical Battery Separator Location

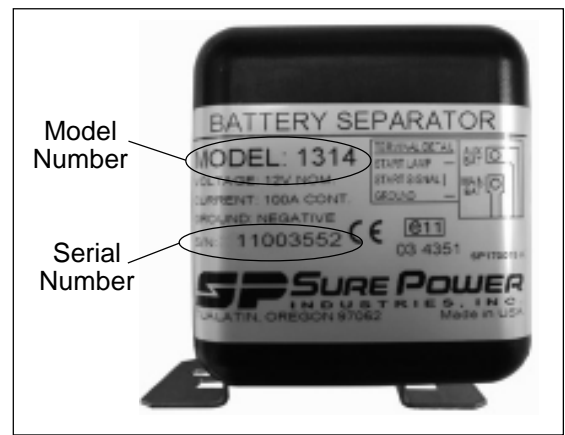


Figure 2 — Model and Serial Number Location

Inspection:

1. Most battery separators are located in the engine compartment on the firewall of the vehicle (refer to Figure 1).
2. Look at the label of the battery separator for the Sure Power model number and the serial number of the separator (refer to Figure 2).
3. If the model and serial number are listed in the chart below, the battery separator must be replaced. If the model is listed, but the battery separator serial number does not fall in the range of affected units, do not replace the battery separator.

<u>Sure Power Part No.</u>	<u>Serial Number</u>	<u>Altec Part No.</u>
1314	09004545 through 11002845	811001266
1315	09002323 through 11001573	060400018

4. After the inspection is complete, fill out inspection form on Page 3 of the CSN and fax it to Altec.

Order the correct battery separator from the chart using the Altec part number by calling 1-877-GO ALTEC (1-877-462-5832). 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 \$70 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 repair at the owner’s location.

CSN 554 Inspection Sheet

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

Model	Serial Number	Battery Separator Requires Replacement		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 554 Affected Units
Affected units shown by Model and Serial Number

<u>Model</u>	<u>Serial Number</u>	<u>Model</u>	<u>Serial Number</u>	<u>Model</u>	<u>Serial Number</u>	<u>Model</u>	<u>Serial Number</u>
AM55E	0110DM2775	AT37G	0709DE11185	AT37G	0610DE11923	DM47	0210DV4406
		AT37G	0709DE11186	AT37G	0710DE11962	DM47	0210DV4407
AM60E	0110DM2774	AT37G	0709DE11187	AT37G	0710DE11963	DM47	0210DV4408
AM60E	0210DM2784	AT37G	0709DE11188	AT37G	0710DE11964	DM47	0210DV4409
AM60E	0210DM2792	AT37G	0709DE11189	AT37G	0710DE12026	DM47	0210DV4410
		AT37G	0709DE11191	AT37G	0710DE12027	DM47	0210DV4411
AP45A	0610DH0389	AT37G	0809DE11229	AT37G	0710DE12028	DM47	0210DV4412
		AT37G	0809DE11245	AT37G	0710DE12047	DM47	0210DV4434
AT200A	1010BV16532	AT37G	0809DE11246	AT37G	0710DE12048	DM47	0210DV4435
AT200A	1010BV16539	AT37G	0809DE11254	AT37G	0710DE12049	DM45	0210DV4443
AT200A	1010BV16540	AT37G	0809DE11255	AT37G	0710DE12050	DM45	0210DV4444
AT200A	1110BV16550	AT37G	0809DE11256	AT37G	0710DE12051	DM45	0210DV4445
AT200A	1110BV16551	AT37G	0909DE11276	AT37G	0710DE12052	DM45	0310DV4457
		AT37G	0909DE11277	AT37G	0710DE12053	DM45	0310DV4458
AT235	0809BX3797	AT37G	0909DE11278	AT37G	1110DE12414	DM47	0511DV5106
AT235	0809BX3798	AT37G	0909DE11279	AT37G	1110DE12415	DM45	0511DV5189
		AT37G	0909DE11287	AT37G	1110DE12416	DM45	0511DV5199
AT37G	0609DE11109	AT37G	0909DE11288	AT37G	1110DE12417		
AT37G	0609DE11110	AT37G	0909DE11289			HW80	1109DJ0170
AT37G	0609DE11111	AT37G	1009DE11378	AT40M	0809CZ0067		
AT37G	0609DE11112	AT37G	1009DE11381			TA41M	0210CL1468
AT37G	0709DE11119	AT37G	1009DE11382	D3055A	0210CM0499	TA41M	0210CL1469
AT37G	0609DE11120	AT37G	1009DE11383	D3055A	0210CM0500	TA41M	0210CL1471
AT37G	0609DE11121	AT37G	1009DE11397	D3055A	0310CM0504	TA41M	0210CL1472
AT37G	0609DE11122	AT37G	1009DE11398	D3055A	0310CM0505	TA41M	0310CL1474
AT37G	0609DE11123	AT37G	1009DE11399	D3055A	0310CM0512	TA41M	0410CL1475
AT37G	0609DE11137	AT37G	1009DE11400	D3055A	0310CM0513	TA41M	0211CL1540
AT37G	0609DE11138	AT37G	0410DE11773	D3055A	0410CM0515	TA41M	0311CL1549
AT37G	0609DE11169	AT37G	0410DE11784	D3055A	0410CM0516	TA41M	0311CL1550
AT37G	0609DE11170	AT37G	0610DE11885	D3055A	0410CM0517	TA41M	0311CL1551
AT37G	0609DE11171	AT37G	0610DE11886			TA41M	0311CL1552
AT37G	0609DE11172	AT37G	0610DE11887			TA41M	0311CL1553
AT37G	0609DE11173	AT37G	0610DE11888	DM47	0210DV4403	TA41M	0311CL1554
AT37G	0609DE11174	AT37G	0610DE11921	DM47	0210DV4404	TA41M	0411CL1556
AT37G	0709DE11184	AT37G	0610DE11922	DM47	0210DV4405	TA41M	0511CL1558