



Customer Service Notice

Date: March 7, 2011

Units Affected: AT35-G, AT37-G, AT235, and AT237 aerial devices built from January 2005 through October 2008 and having billet-type counterweight for stability (see attached list).

[NOTE: CSN 520, published in 2009, covered units that had counterweight mounted either above the frame or under the frame extension, but not *inside* the frame extension. This CSN does not replace CSN 520, but covers units with counterweight installed in a different location. Units affected can be listed on both CSN's.]

Counterweight Inspection for Weight Installed Inside the Frame Extension

In 2005, billet steel began to be used as counterweight to assist stability in the above listed units. The billet steel is usually welded into place towards the rear of the vehicle. This steel, also called bar stock, is not intended for use as structural steel and is used strictly for weight.

There has been a report that a piece of the billet steel installed inside the frame extension at the rear of the vehicle has been found loose. **Death or serious injury can result from objects falling in the travel path of the vehicle or other traffic. Weld failure can cause counterweight to fall in the travel path.** Investigation of the problem shows that the welds holding the counterweight can break loose over time due to chassis flex. If the welds break, the counterweight can become dislodged and fall from the rear of the vehicle.

While this failure does not occur on all units, Altec requires an inspection of all affected units and installation of a billet retention kit within 60 days. Altec also requires that the operator visual inspection of the unit's pins fasteners and welds at the unit at the beginning of each work day. Use the following procedure to perform the inspection. No special tools are required for the inspection.

1. Position the unit on a level surface, apply the parking brake and chock the wheels.
2. The steel billets are located inside the frame extension at the rear of the vehicle (refer to Figure 1).

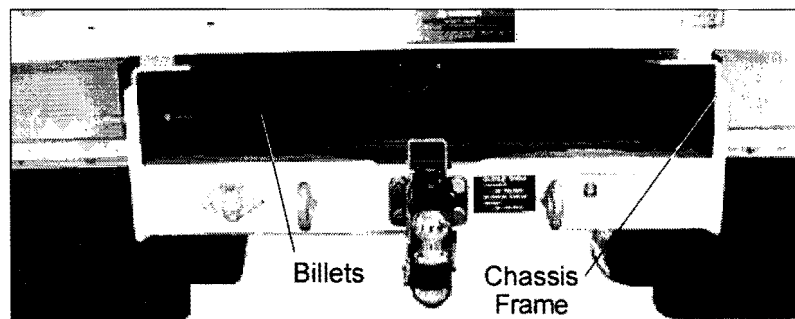


Figure 1 — Counterweight Placement

- Count the number of pieces of the billet steel (refer to Figure 2) and use that number to determine the correct retention kit to order.

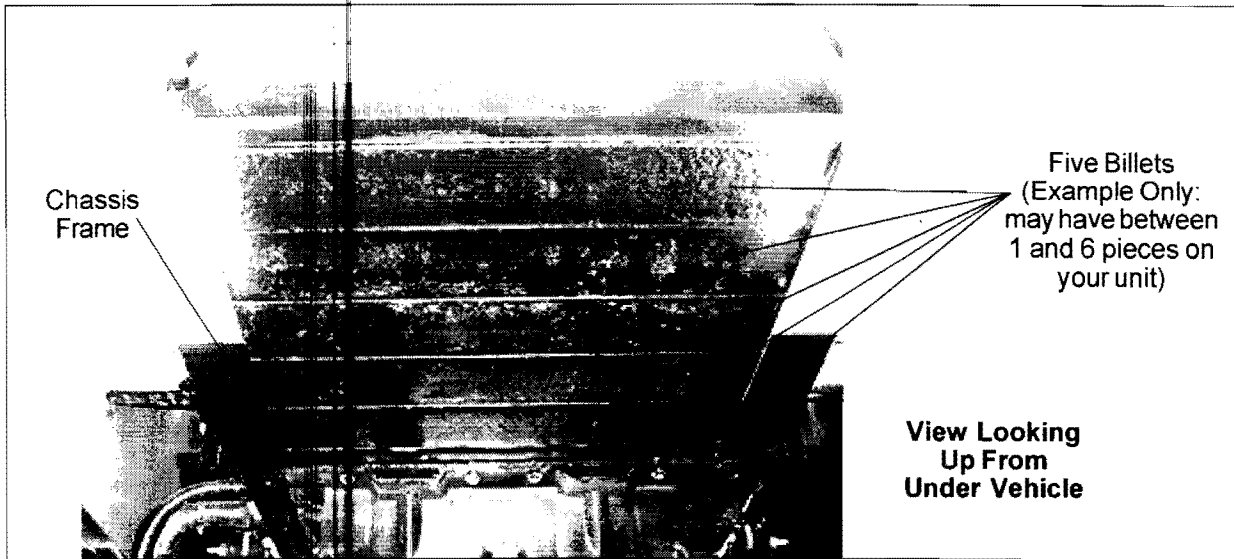


Figure 2 — Example Of Counting Billets

- Order the necessary kit to retain the counterweight from the list below. Kits are designed to provide a bolt-on set of retention brackets that will hold the counterweight in place even if the welds fail.

No. of Billets	Kit Part Number
1	970286785
2	970286786
3	970286787
4	970286788
5	970286789
6	970286790

- Visually inspect the welds attaching the counterweight to the chassis frame to verify they have not broken loose. Also verify that none of the billet counterweights can be moved by hand.

- If the counterweights are all secure, the unit may be returned to service. Continue to visually inspect the counterweight daily until the retention kit is installed.
- If the counterweights are not secure, the unit must be taken out of service until the retention kit is installed.

Call 1-877-GO-ALTEC to order the proper kit 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 retention 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 \$140 for an inspection and 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 inspection or repair at the owner's location.