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April 9, 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 AA755 and AA755L Units. These units have a lower boom which should have been modified by adding stiffeners to each side. If the stiffeners have not been added, cracks may form in the lower boom resulting in boom failure. If the lower boom fails, death or serious injury may result.

Refer to CSN 599 for parts, labor and travel covered under the warranty policy. Altec will supply, free of charge, boom stiffeners to correct this condition.

In order to determine if your unit is affected by CSN 599, 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: April 9, 2012

Units Affected: AA755 and AA755L Units (see attached list)

## Lower Boom Inspection and Repair

The lower boom pivot area on AA755 and AA755L units was modified in 1998 adding a steel stiffener plate to each side of the boom. A recent incident has revealed that some of the affected units were not modified as Altec required at that time. Failure to add the stiffener can result in cracks in the boom leading to eventual boom failure. **Death or serious injury may result if the boom fails.**

Altec requires all affected units to be inspected immediately for the presence of boom stiffeners. If the stiffeners are not installed, Altec requires a lower boom stiffener kit be installed within 30 days of the receipt of this notice.

### Boom Inspection Procedure

1. Position the unit on a level surface, apply the parking brake and chock the wheels.
2. Inspect the area on each side of the lower boom pivot for the Stiffener Kit plates welded to the boom side plate. Some units may not have been modified (refer to Figure 1). The plates can be one of three different shapes (refer to Figure 2, Figure 3, and Figure 4).

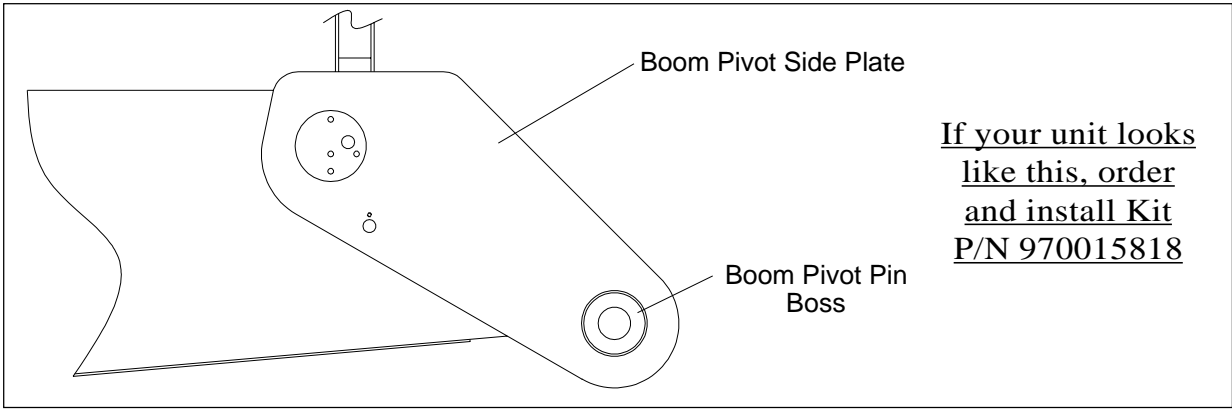
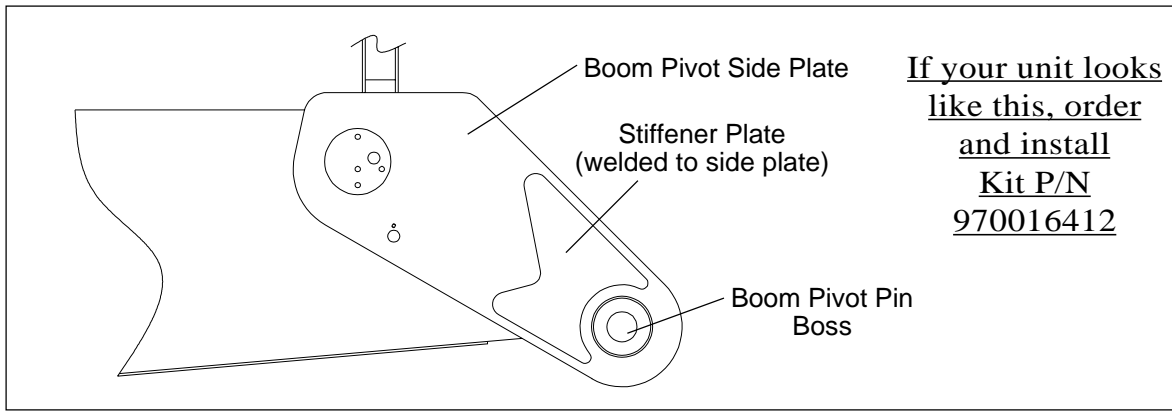
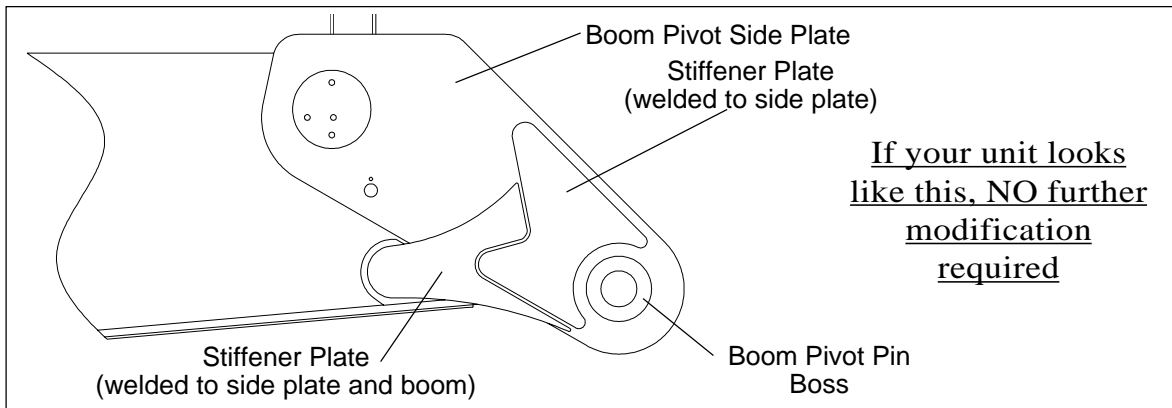


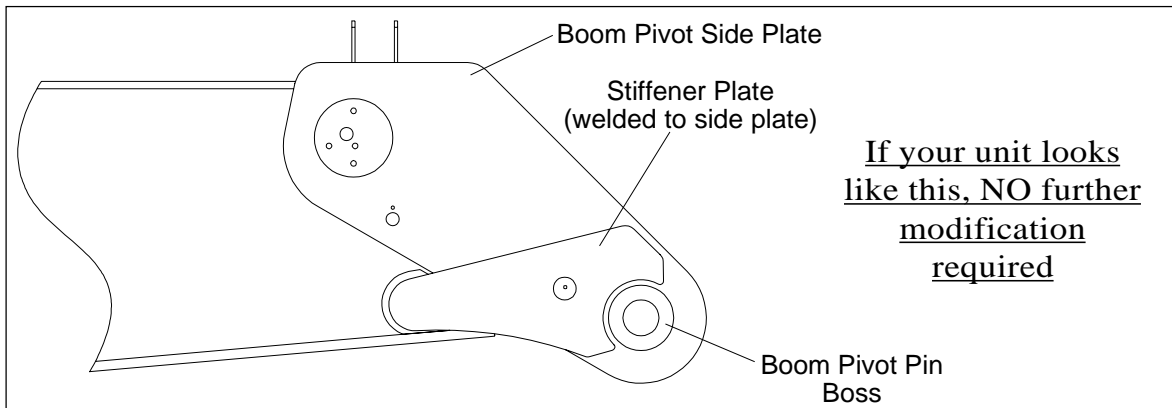
Figure 1 — Unit Without Modifications



**Figure 2 — Modification A**



**Figure 3 — Modification B**



**Figure 4 — Modification C**

3. After inspecting the unit, use the information at the right side of each Figure to decide if any further action is required.

4. Complete the Inspection Sheet on Page 4 and return it to Altec.

If any cracks are found on the boom during the inspection, contact Technical Support at 1-877-GO ALTEC (1-877-462-5832), prompt 4, for further repair information.

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 \$120 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 at the nearest Altec service center by an Altec service technician. Customers are responsible for the travel costs of an Altec Mobile Service technician if the technician performs the inspection at the owner's location or transports the unit to an Altec service center for repair.

# CSN 559 Inspection Sheet

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

or scan and email to: [product.safety@altec.com](mailto:product.safety@altec.com)

Serial Number	Stiffer Kit Installed		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: \_\_\_\_\_