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August 20, 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 Environmental Products, LLC has decided that a defect which relates to motor vehicle safety exists in certain DC1217 and DC1317 Chipper Units built between August, 2008 and August, 2011. These units have the possibility of cracks developing in the chipper frame. If the cracks occur, the chipper frame can fail while traveling on the roadway. If the chipper frame fails while traveling, death or serious injury may result.

Refer to CSN 551 for parts, labor and travel covered under the warranty policy. Altec Environmental Products will supply, free of charge, the necessary parts to correct this condition.

In order to determine if your unit is affected by CSN 551, compare the serial number of your unit with the list of affected units as described on the CSN. The repair will be performed by Altec Environmental Products 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 20, 2012

Units Affected: DC1217 Chipper units built between October, 2008, and November, 2009
DC1317 Chipper units built between August, 2008, and July, 2009
DC1317HP Chipper units built between August, 2008 and August, 2011
(See attached list)

Trailer Frame Inspection and Repair

Altec has received reports of cracks in the chipper trailer frame of the above units that caused the chipper disc housing to break from the trailer frame. Investigation found that the trailers having cracks had a weakened area where the disc housing was welded to the frame. The repair kit for these units adds parts to strengthen and reinforce the frame.

Altec requires all units in the affected range be inspected for cracks within 30 days of receiving this CSN. The inspection will classify the chipper into one of the three following categories:

<u>Repair Category</u>	<u>Action Taken</u>
Type 1 Repair	Fill out and return inspection form. Altec will schedule repair.
Type 2 Repair	Fill out and return inspection form. Altec will schedule repair.
Type 3 Repair	Take the chipper out of service. Fill out and return inspection form. Call 1-877-435-9258 to schedule repair.

Use the following procedure to inspect the chipper trailer. **All listed chippers will require a repair kit to be installed. The results of the inspection will determine which kit and the urgency of the repair.**

- 1.Position the chipper in a location that has good light or the access to a strong light source. If the chipper is not attached to a vehicle, chock the wheels.
- 2.Look carefully for any evidence of cracks where the chipper disc housing is welded to the trailer frame (refer to Figures 1 and 2 on Page 2). Inspect the front side of the disc housing mounting.
- 3.Look closely at the front welds on each side of the disc housing attachment for cracks, evidence of chipped paint, or small rust lines running parallel to the welds. Use a wire brush to remove the debris for a closer inspection.

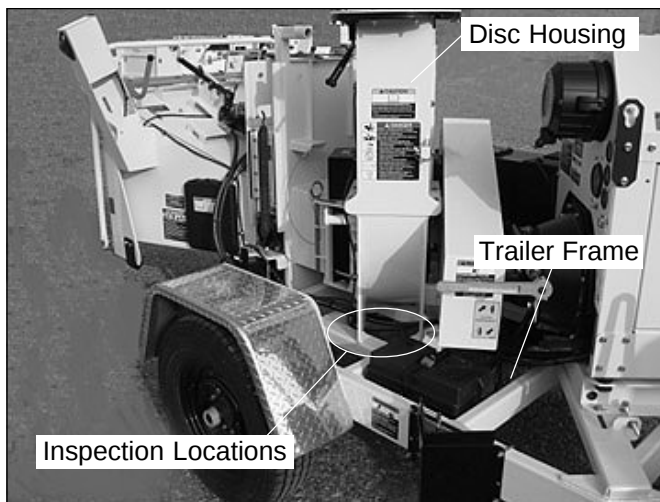


Figure 1 — Inspection Locations



Figure 2 — Close-up Of Inspection Locations

4. The type of repair on the chipper frame will depend on the level of damage determined during the inspection. Use the following figures to decide the damage and the necessary kit required.

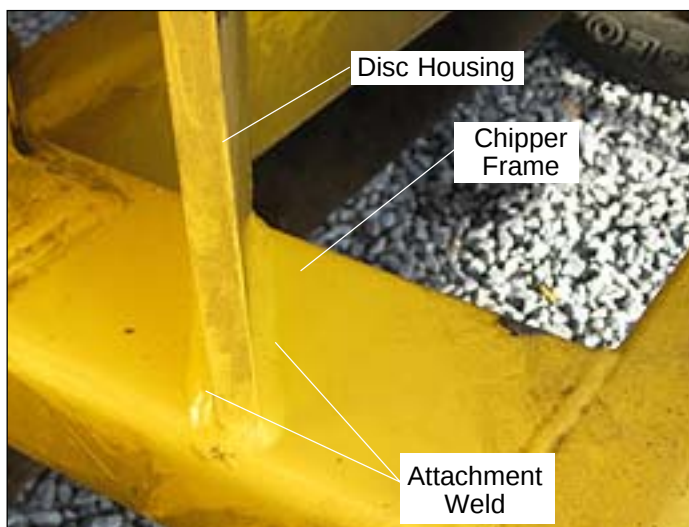


Figure 4 — No Cracks Found

No Cracks Found

If no cracks are found, chipper must still be modified.

Requires Type 1 Frame Repair Kit

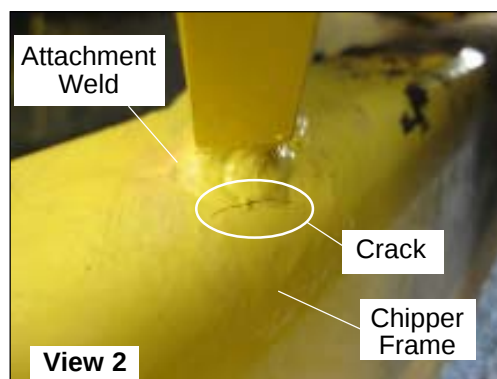
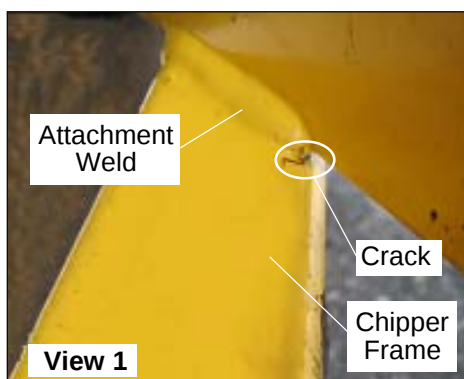


Figure 5 — Small Cracks Found

Small Cracks Found -

Total length of cracks in either of the two front welds is less than 1¹/₄ inch.

Requires Type 1 Frame Repair Kit.

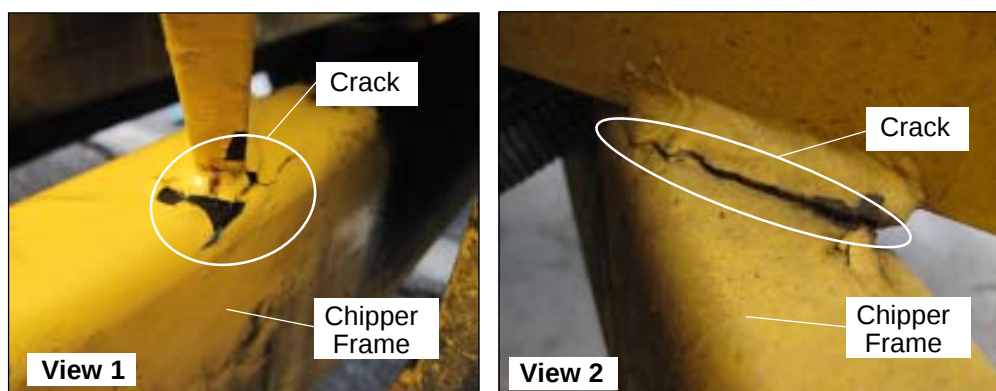


Figure 6 — Large Cracks Found

Large Cracks Found -

Total length of cracks in either of the two front welds is more than 1¹/₄ inch.

Requires Type 2 Frame Repair Kit.

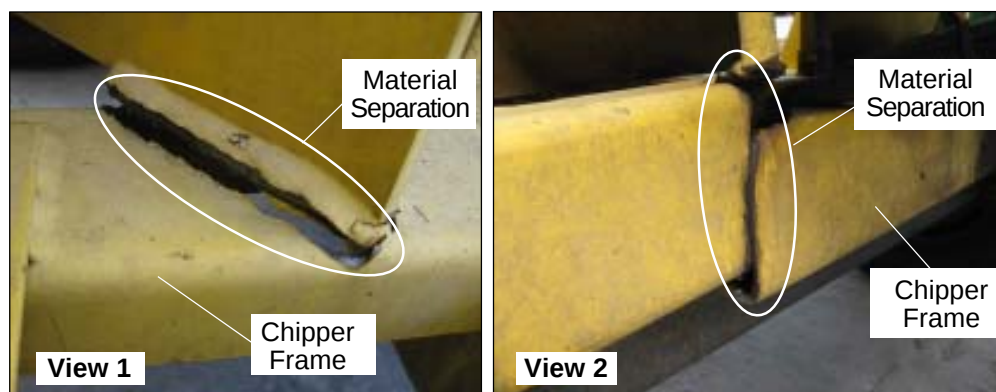


Figure 7 — Weld Separation Found

Weld Separation Found -

One of the two front welds has completely separated from the frame.

Requires Type 3 Frame Repair Kit

If weld separation is found, the chipper must be removed from service until a replacement chipper frame can be installed.

6. After the inspection is complete, fill out the inspection form and fax it to the Altec Forestry Support Call Center at 1-919-528-8012.

For most of the affected chippers, Altec will schedule and make the necessary repairs.

The repair is covered under the Altec Warranty Policy. If you have additional questions, call the Forestry Support Call Center at 1-877-435-9258. Customers are responsible for the travel costs of a Mobile Service technician if the technician performs the inspection or repair at the owner's location.

CSN 551 Chipper Frame Inspection Sheet

Complete this form and FAX to: 1-919-528-8012

Model	VIN Number	Frame Condition	Kit Required			Date Inspected	*Significant Changes
			Type 1	Type 2	Type 3		

* Significant Changes: List any significant changes that have occurred to the chipper such as accident repairs, tongue extensions, running gear repairs, etc.

Make additional copies of this form, as needed, for additional units. Contact the Altec Forestry Support Call Center at 1-877-435-9258 with any questions or for further repair information.

Company Name: _____ Phone: _____

Service Company Name: _____ Phone: _____

Location of Chipper: _____

Company Contact: _____

Company Street Address: _____

State: _____ ZIP Code: _____

Signature: _____

CSN 551 Affected Units

Affected units shown by Model and Serial Number

Model	Serial Number	Model	Serial Number	Model	Serial Number	Model	Serial Number
DC1217	8S200430	DC1217	9S200188	DC1217	9S200469	DC1317	9S200474
DC1217	8S200431	DC1217	9S200189	DC1217	9S200470	DC1317	9S200475
DC1217	8S200432	DC1217	9S200190	DC1217	9S200471	DC1317	9S200476
DC1217	8S200433	DC1217	9S200191	DC1217	9S200518	DC1317	9S200477
DC1217	8S200626	DC1217	9S200192	DC1217	9S200519	DC1317	9S200501
DC1217	8S200628	DC1217	9S200306	DC1217	9S200520	DC1317	9S200508
DC1217	8S200629	DC1217	9S200307	DC1217	9S200521	DC1317	9S200509
DC1217	8S200908	DC1217	9S200308	DC1217	9S200522	DC1317	9S200510
DC1217	8S200936	DC1217	9S200309	DC1217	9S200605	DC1317	9S200511
DC1217	8S200943	DC1217	9S200310	DC1217	9S200606	DC1317	9S200512
DC1217	8S200944	DC1217	9S200335	DC1217	9S200607	DC1317	9S200513
DC1217	8S200945	DC1217	9S200336	DC1217	9S200608	DC1317	9S200541
DC1217	9S200100	DC1217	9S200337	DC1217	9S200609	DC1317	9S200542
DC1217	9S200101	DC1217	9S200338	DC1217	9S200610	DC1317HP	8S200815
DC1217	9S200102	DC1217	9S200339	DC1217	9S200611	DC1317HP	8S200817
DC1217	9S200103	DC1217	9S200340	DC1217	9S200612	DC1317HP	9S200354
DC1217	9S200105	DC1217	9S200341	DC1217	9S200614	DC1317HP	9S200376
DC1217	9S200106	DC1217	9S200343	DC1217	9S200615	DC1317HP	9S200377
DC1217	9S200107	DC1217	9S200344	DC1217	9S200617	DC1317HP	9S200429
DC1217	9S200108	DC1217	9S200345	DC1217	9S200618	DC1317HP	9S200456
DC1217	9S200110	DC1217	9S200346	DC1217	9S200619	DC1317HP	9S200461
DC1217	9S200111	DC1217	9S200347	DC1217	9S200620	DC1317HP	9S200462
DC1217	9S200112	DC1217	9S200348	DC1217	9S200621	DC1317HP	9S200463
DC1217	9S200113	DC1217	9S200349	DC1217	9S200622	DC1317HP	9S200464
DC1217	9S200114	DC1217	9S200350	DC1217	9S200624	DC1317HP	9S200523
DC1217	9S200115	DC1217	9S200351	DC1217	9S200625	DC1317HP	9S200540
DC1217	9S200116	DC1217	9S200352	DC1217	9S200627	DC1317HP	9S200725
DC1217	9S200117	DC1217	9S200362	DC1217	9S200741	DC1317HP	9S200986
DC1217	9S200118	DC1217	9S200363	DC1217	9S200742	DC1317HP	9S201009
DC1217	9S200119	DC1217	9S200404	DC1217	9S200743	DC1317HP	9S201010
DC1217	9S200120	DC1217	9S200405	DC1217	9S200744	DC1317HP	AS200166
DC1217	9S200121	DC1217	9S200406	DC1217	9S200745	DC1317HP	AS200243
DC1217	9S200122	DC1217	9S200407	DC1217	9S200746	DC1317HP	AS200244
DC1217	9S200123	DC1217	9S200408	DC1217	9S200747	DC1317HP	AS200245
DC1217	9S200124	DC1217	9S200409	DC1217	9S200749	DC1317HP	AS200360
DC1217	9S200140	DC1217	9S200410	DC1217	9S200750	DC1317HP	AS200361
DC1217	9S200141	DC1217	9S200411	DC1217	9S200751	DC1317HP	AS200362
DC1217	9S200142	DC1217	9S200412	DC1217	9S200752	DC1317HP	AS200363
DC1217	9S200143	DC1217	9S200413	DC1217	9S200753	DC1317HP	AS200400
DC1217	9S200144	DC1217	9S200414	DC1217	9S200754	DC1317HP	AS200401
DC1217	9S200149	DC1217	9S200415	DC1217	9S200906	DC1317HP	AS200402
DC1217	9S200150	DC1217	9S200416	DC1217	9S200907	DC1317HP	AS200723
DC1217	9S200151	DC1217	9S200417	DC1217	9S200908	DC1317HP	BS200184
DC1217	9S200152	DC1217	9S200418	DC1217	9S200909	DC1317HP	BS200185
DC1217	9S200153	DC1217	9S200419	DC1217	9S200910	DC1317HP	BS200337
DC1217	9S200154	DC1217	9S200420	DC1317	9S200284	DC1317HP	BS200418
DC1217	9S200155	DC1217	9S200421	DC1317	9S200358	DC1317HP	BS200419
DC1217	9S200156	DC1217	9S200422	DC1317	9S200441	DC1317HP	BS200446
DC1217	9S200178	DC1217	9S200423	DC1317	9S200442	DC1317HP	BS200476
DC1217	9S200179	DC1217	9S200424	DC1317	9S200443	DC1317HP	BS200489
DC1217	9S200180	DC1217	9S200425	DC1317	9S200444	DC1317HP	BS200495
DC1217	9S200181	DC1217	9S200426	DC1317	9S200445		
DC1217	9S200182	DC1217	9S200427	DC1317	9S200446		
DC1217	9S200183	DC1217	9S200428	DC1317	9S200447		
DC1217	9S200184	DC1217	9S200459	DC1317	9S200448		
DC1217	9S200185	DC1217	9S200460	DC1317	9S200449		
DC1217	9S200186	DC1217	9S200467	DC1317	9S200450		
DC1217	9S200187	DC1217	9S200468	DC1317	9S200473		