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October 12, 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 derrick units with Pengo auger extension shafts. These auger extension shafts have the possibility of a defective weld joint between the hub and the shaft. If the auger extension shaft has a defective weld, the extension shaft can separate from the hub increasing the risk of personal injury and/or property damage.

Refer to CSN 568 for parts, labor and travel covered under the warranty policy. Altec will supply a replacement auger extension shaft to correct this condition.

In order to determine if your unit is affected by CSN 568, 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: October 12, 2012

Units Affected: DL/DM Series (serial numbers starting with 0111 through 0812),  
DC Series (serial numbers starting with 0111 through 0712),  
D2000A/3000A/4000A Series (serial numbers starting with  
0111 through 0812),  
and D2000B/3000B/4000B Series Digger Derricks  
(serial numbers starting with 0412 through 0712),  
using 2 1/2" Auger Extension Shaft (Kelly Bar)

## Auger Extension Shaft Replacement

Altec has been notified by our supplier that there is a possibility of a defective weld joint between the hub and the shaft on certain auger extension shafts, which could result in a stress fracture. The stress fracture could cause the extension shaft to separate from the drive hub when digging, increasing the risk of personal injury and/or property damage.

Altec requires an immediate inspection of the 2 1/2" auger extension shaft on the digger derrick and any 2 1/2" auger extension shaft that was ordered as replacement part. Inspect the extension shaft hub for the name "PENGO" cast in the side of the hub (refer to Figure 1). If "PENGO" is on the hub, the auger extension shaft does not require replacement.

If "PENGO" is not on the hub, the auger extension shaft must be replaced within 30 days of the inspection. The auger extension shaft can continue to be used until replacement, but a visual inspection for cracks must be done each time the digger is used (refer to Figure 1). *Visual evidence of cracks may not always be present on the external surface of the noted inspection area in Figure 1. Some cracks may originate from the inside surface.* Always follow safe work methods as described by OSHA and in the Altec Operator's manual that pertain to maintaining a safe working distance away from the auger.

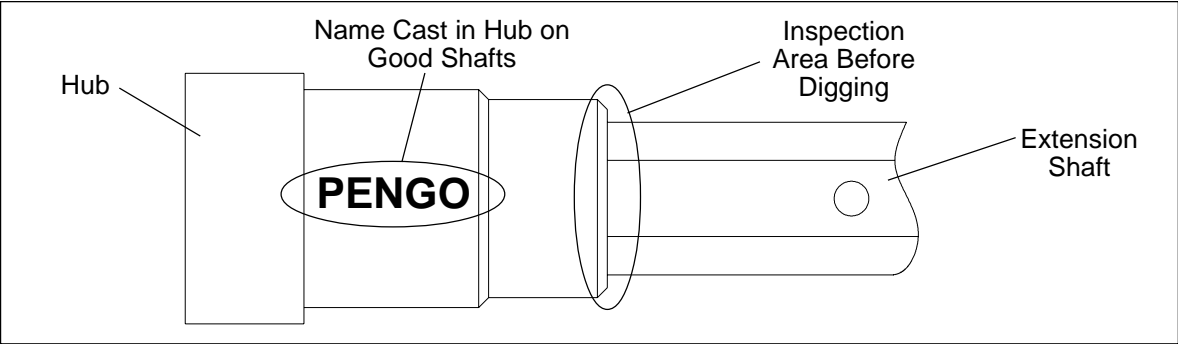
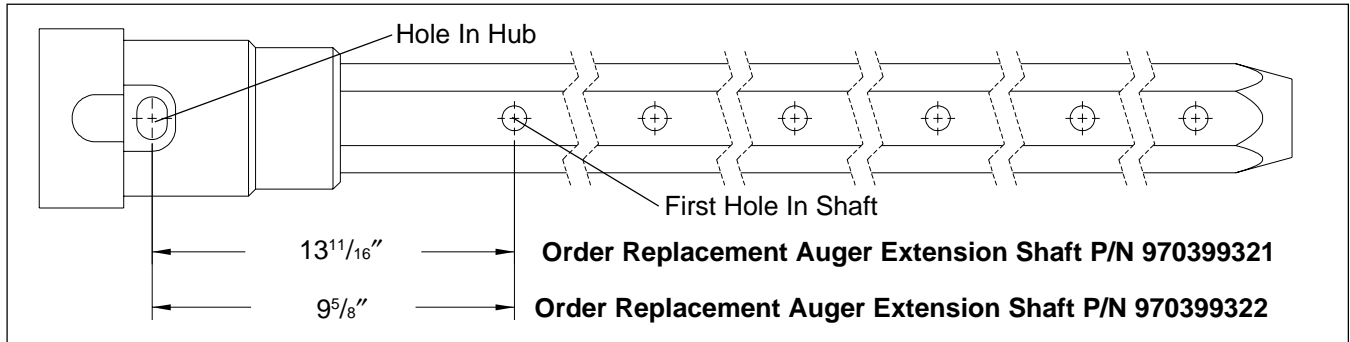


Figure 1 — Auger Extension Shaft Hub

The auger extension shafts affected by the CSN, part numbers 070000041 and 070000042, are the same diameter, but the distance from the hole in the hub and the first extension shaft hole is different (refer to Figure 2). Measure the distance and match that dimension with the ones shown on the Figure to order the correct part as shown on the Figure. Call 1-877-GO-ALTEC (1-877-462-5832) to order a replacement part.



**Figure 2 — Auger Extension Shaft Identification**

After inspecting for the correct hub on the auger extension shaft, fill out the Inspection Sheet on Page 3 and fax or email to Altec the results.

This part is covered under the Altec Warranty Policy and the repair can be performed by Altec or the customer's warranty provider. There is no warranty allowance for the labor to perform this repair. A warranty claim must be submitted and the old auger extension shaft must be returned for the warranty claim to be paid. Call 1-877-GO-ALTEC to schedule the work to be done by an Altec service technician. Customers are responsible for the labor and travel costs of an Altec Mobile Service technician.

# CSN 568 Auger Extension Shaft Hub 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)

Altec Model	Unit Serial Number	Hub is 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: \_\_\_\_\_