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November 2, 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 AH75, AH85, AH100, HL125 units equipped with 16ft radial outriggers built between May 2002 through December 2009. These units have outrigger cylinders which have a piston that can come loose on the rod. If the piston loosens, the outrigger leg can extend past the side of the chassis when the outrigger is in the stowed position. Death or serious injury can result from contact with a partially retracted outrigger while traveling.

Refer to CSN 570 for parts, labor and travel covered under the warranty policy. Altec will supply outrigger cylinders to correct this condition.

In order to determine if your unit is affected by CSN 570, 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.



Altec HiLine LLC
Duluth, MN

CSN 570

Customer Service Notice

Date: November 2, 2012

Units Affected: All AH75, AH85, AH100, HL125 Units Equipped with 16ft Radial Outriggers built between May 2002 through December 2009

Outrigger Cylinder Inspection

Altec is committed to providing our customers with safe and reliable products from initial delivery throughout the useful life of the machine.

Altec has recently discovered a small number of outrigger cylinders used on the above units to have a possible issue. The concern lies with the cylinder piston, which could loosen from the rod, allowing the outrigger leg to extend past the side of the chassis when the outrigger is in the stowed position. This problem does NOT affect the stability of the unit when in the work position. **Death or serious injury can result from contact with a partially retracted outrigger while traveling. A loose cylinder piston will result in a partially retracted outrigger.**

Altec will contact each customer to schedule a repair of the affected cylinders at the customer's location. Each cylinder will be disassembled and the piston torqued to the proper specification.

In order to keep units in service and prevent risk, perform both inspections described below. If the unit passes both tests, it can remain in service.

- Do a visual inspection of each outrigger. If the outrigger is unable to fully retract and it does not make contact with the outrigger latch, this issue may be the reason.
- Perform a test gauge inspection on each outrigger cylinder to see if the piston has started to loosen on the outrigger cylinder. The inspection requires a test gauge, part number 970403213, which is being sent with this CSN. Use the following procedure to perform the inspection.

1. Position the unit on a level surface. Apply the parking brake and chock the wheels.

2. Engage the unit's hydraulic system and retract outrigger cylinders completely. Disengage the unit's hydraulic system.

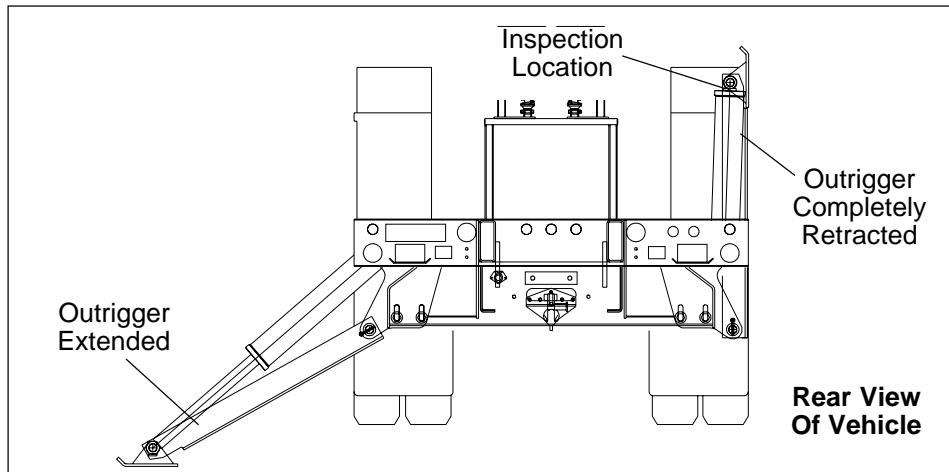


Figure 1 — Outrigger Inspection Location

3. Insert the test gauge between the outrigger cylinder head gland and the cylinder rod eye (refer to Figure 2).



Figure 2 — Using The Test Gauge On The Outrigger Cylinder

4. If the test gauge cannot be inserted into the space between head gland and rod eye, you can continue to use the unit until the cylinder is repaired. However, this test **MUST** be performed every 60 days until that time. If the test gauge can be inserted at a later test, remove the unit from service and contact Altec Tech Support.
5. If the test gauge can be inserted between the cylinder head gland and the cylinder rod eye (refer to Figure 2), remove the unit from service and contact Altec Tech Support at 1-877-GO-ALTEC (1-877-462-5832), option 4.
6. Continue checking the other outrigger cylinders on the unit to see if the test gauge can be inserted on any of the cylinders.

7. Complete the Test Sheet on page 3 and fax the results to Altec.

Additional test gauges (pn 970403213) can be ordered, if needed, at no charge by contacting Altec.

This inspection is covered under the Altec Warranty Policy and can be performed by Altec or the customer's warranty provider. Altec will allow up to \$75 per unit for the inspection of all outrigger cylinders on the unit. 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 inspection at the owner's location.

CSN 570 Cylinder Inspection Sheet

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

or scan and email to product.safety@altec.com

Model	Serial Number	Cylinders Are 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: _____

CSN 570 Affected Units

Affected units shown by Model, Serial Number, and Alternate Serial Number

(Units may have one or both of the serial numbers on the unit identification tag)

<u>MODEL</u>	<u>SERIAL NUMBER</u>	<u>ALTERNATE SERIAL NUMBER</u>	<u>MODEL</u>	<u>SERIAL NUMBER</u>	<u>ALTERNATE SERIAL NUMBER</u>
AH100	10001 / 9258	050210001	AH100	10163	010610163
AH100	10002 / 9259	050210002	AH100	10176	110610176
AH100	10005 / 9269	060210005	AH100	7206547	10183
AH100	10003 / 9263	050210003	AH100	7707111	
AH100	10007 / 9273	060210007	AH100	7206552	10192
AH100	10009 / 9270	060210009	AH100	7206565	7206582
AH100	10010	0170066921	AH100	7206556	7206580
AH100	10011	070210011	AH100	7424186	7424187
AH100	10017	080210017	AH100	8173799	8179693
AH100	10013	090210013	AH100	8173800	8179694
AH100	10014	090210014	AH100	7349166	7349165
AH100	10037	100210037	AH100	7349168	7349167
AH100	10038	100210038	AH100	8714403	8714402
AH100	10039	120210039	AH100	8865783	8865785
AH100	10040	120210040	AH100	8865784	8865786
AH100	10019	010310019	AH100	8918498	8918497
AH100	10047	095-24093859	AH100	8769171	8769170
AH100	10046	030310046	AH100	9068481	9208198
AH100	10020	060310020	AH100	9238028	9251804
AH100	10053	060310053	AH100	9197872	9221051
AH100	10055	060310055	AH100	9490897	9490899
AH100	10069	080310069	AH100	9490898	9490900
AH100	10021	090310021	AH100	10365910	10365912
AH100	10070	090310070	AH100	10365911	10365911
AH100	10071	0000R10071	AH100	10890610	10890626
AH100	10054	100310054	AH100	11297763	11297762
AH100	10060	100310060	AH100	10890611	10890627
AH100	10073	110310073	AH100	10890612	10890628
AH100	10074	110310074	AH100	10890613	10890629
AH100	10061	120310061	AH100	10890614	10890630
AH100	10062	120310062	AH100	10890616	10890631
AH100	10063	120310063	AH100	10890617	10890632
AH100	10072	0000R10072	AH100	10890618	10890633
AH100	10082	020410082	AH100	10890619	10890634
AH100	10083	020410083	AH100	10890620	10890635
AH100	10064	030410064	AH100	10890621	10890636
AH100	10084	030410084	AH100	10890622	10890637
AH100	10085	030410085	AH100	10890624	10890638
AH100	10080	050410080	AH100	11297730	11297764
AH100	10086	040410086	AH100	10890625	10890639
AH100	10087	040410087	AH100	11297765	11297731
AH100	10091	050410091	AH100	10922475	10922476
AH100	10093	070410093	AH100	10985958	10985959
AH100	10107	010510107	AH100	10712159	10712160
AH100	10108	010510108	AH100	9197873	9221052
AH100	10065	010510065	AH100	11796400	11796399
AH100	10109	0000R10109	AH100	11796406	11796405
AH100	10110	010510110	AH100	11235943	11235940
AH100	10112	010510112	AH100	11201253	11201254
AH100	10119	030510119	AH100	11796407	11796401
AH100	10125	120510125	AH100	10950849	10950851
AH100	10133	070510133	AH100	9797349	9797350
AH100	10140	080510140	AH100	10969659	10969660
AH100	10141	080510141	AH100	14030348	14034555
AH100	10143	080510143	AH100	12598028	12598029
AH100	10159	090510159	AH100	13529503	13529502
AH100	10134	090510134	AH100	12455875	12460766
AH100	10144	090510144	AH100	11528943	11528942
AH100	10153	010610153	AH100	12498223	12498228
AH100	10151	100510151	AH100	14200254	14200259
AH100	10152	100510152	AH100	14200257	14200261
AH100	10156	110510156	AH100	13033166	13046966
AH100	10162	110510162	AH100	14684439	14684441

MODEL	SERIAL NUMBER	ALTERNATE SERIAL NUMBER	MODEL	SERIAL NUMBER	ALTERNATE SERIAL NUMBER
AH100	14996188	14996189	HL125	10024	080210024
AH100	12478139	12478140	HL125	10027	090210027
AH100	13529504	13529506	HL125	10028	90857002G
AH100	13735633	13735639	HL125	10029	100210029
AH100	14684440	14684442	HL125	10030	010310030
AH100	13529501	13529505	HL125	10031	030310031
AH100	14496317	14496323	HL125	10032	030310032
AH100	14832954	14832941	HL125	10049	040310049
			HL125	10033	050910033
			HL125	10034	060310034
			HL125	10035	070310035
AH75	10004 / 9264	050210004	HL125	10036	2011118269
AH75	10041	020310041	HL125	10067	080310067
AH75	10042	030310042	HL125	10068	080310068
AH75	10101	120410101	HL125	10077	100310077
AH75	10102	120410102	HL125	10078	110310078
AH75	10103	120410103	HL125	10079	110310079
AH75	10104	120410104	HL125	10075	010410075
AH75	10105	120410105	HL125	10076	095-16622601
AH75	10146	100510146	HL125	10081	0000R10081
AH75	10150	100510150	HL125	10066	050410066
AH75	10121	020510121	HL125	10098	0000R10098
AH75	10175	160-7522552	HL125	10099	080410099
AH75	8625416	8636676	HL125	10148	0000R10148
AH75	9937539	9937542	HL125	10147	080510147
AH75	9937541	9937543	HL125	7206566	7206581
AH75	9937540	9937544	HL125	7206564	7206579
AH75	11235939	11235941	HL125	8281646	8281645
AH75	10890596	10890600	HL125	8398835	8398835
AH75	10890597	10890601	HL125	8398841	8398836
AH75	10890599	10890602	HL125	7206557	7260573
AH75	10890598	10890603	HL125	7206558	7206574
AH75	7206551	7206567	HL125	7206559	7206575
AH75	13477971	13477975	HL125	8398840	8398838
AH75	13582666	13582659	HL125	8398839	8398844
AH75	14462869	14462870	HL125	8398842	8398837
			HL125	10207218	10207220
			HL125	10207219	10207221
AH85	10089	050410089	HL125	10712153	10712161
AH85	10092	090410092	HL125	10712154	10712162
AH85	10114	030510114	HL125	10712155	10712163
AH85	10145	040310045	HL125	10712156	10412164
AH85	7206563	10164	HL125	10712157	10712165
AH85	8281770	8281769	HL125	12598030	12598031
AH85	8281768	8281767	HL125	10712158	10712166
AH85	9670679	9670680			
AH85	11148377	11148378			
AH85	13642136	13642135			