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July 3, 2013

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 crane units using the 31-55 ft. telescopic jib. These jibs have a possibility of the failure of the attachment to the crane boom in certain conditions. If the jib attachment fails, the jib can become detached from the crane boom and death or serious injury may result.

Refer to CSN 576 for parts, labor and travel covered under the warranty policy. Altec will supply, free of charge, the necessary parts to correct this condition.

In order to determine if your unit is affected by CSN 576, 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: July 3, 2013

Units Affected: All 31 - 55 ft. Telescopic Jibs built between July 1, 2010 and May 1, 2011
(see attached list)

Jib Mounting Ear Inspection and Modification

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

Altec has discovered that some jib ears, the part used to attach the jib to the crane boom (refer to Figure 1), were made from a material which will not perform properly under some jib loading conditions. While no jib failures have occurred, Altec requires an inspection of the jib attachment. Failure of the jib ear can result in the jib to become unattached from the crane boom. **Death or serious injury will occur from uncontrolled movement of the jib.**

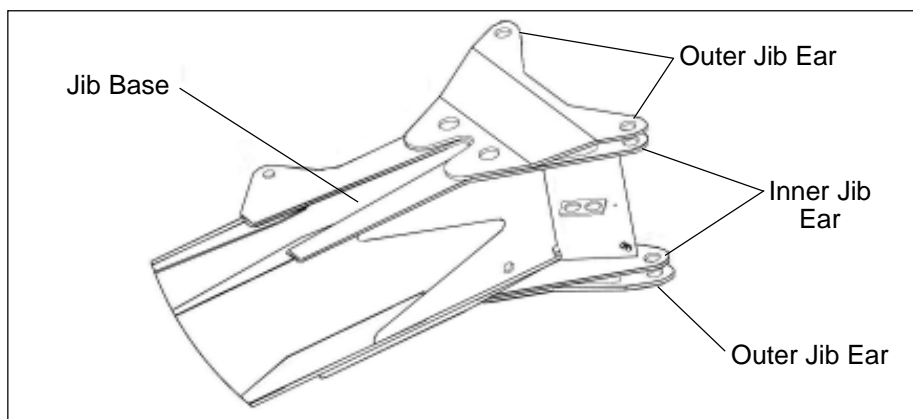


Figure 1 — Jib Components

Altec requires the customer to inspect all eight of the jib ears (four outer and four inner jib ears) for any damage. Customers must order the Inspection and Repair Kit, part number 970451260, to perform the inspection. The kit will include directions for the inspection procedure, a gauge to perform the inspection and parts to repair the jib ears, if required. Call 1-877-GO-ALTEC (1-877-462-5832) to order the inspection kit.

Jib Inspection and Repair Process Outline

1. Receive this CSN and order Inspection and Repair Kit, part number 970451260
2. Receive Inspection and Repair Kit
 - Inspect jib using the gauge
 - Photograph each of the eight jib ears with the gauge in use
 - Email photographs to Altec Engineering
 - Altec Engineering responds to results of inspection (usually within the same day)
3. Perform repair determined by Altec response
 - No damage or deformation is found after the photographs are submitted to Altec:
Install the doubler kit on all jib ears before or at the next service interval.
[The jib can continue to be used provided that visual preoperational inspections listed in the Operator's Manual are performed on the jib ears.]
 - **If there is any deformation determined by Altec's analysis, a replacement base jib boom must be installed before the jib is used in service again.**

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 \$600 for the labor to perform this repair. A warranty claim must be submitted for the cost of the labor. Call 1-877-GO-ALTEC (1-877-462-5832) to order the parts or to schedule the work to be done by an Altec service technician.

CSN 576 Affected Units**Affected units shown by Model and Serial Number**

Model	Serial Number
AC35/38	0610EG0702
	0610EG0705
	0610EG0706
	0610EG0707
	0710EG0708
	0710EG0709
	0710EG0714
	0810EG0715
	0810EG0718
	0810EG0721
	1010EG0727
	1010EG0728
	1110EG0729
	1110EG0730
	1110EG0731
	1110EG0732
	1110EG0733
	1110EG0734
	1110EG0735
	1210EG0736
	1210EG0737
	1210EG0738
	1210EG0739
	1210EG0740
	1210EG0741
	1210EG0742
	1210EG0743
	0111EG0744
	0111EG0745
	0111EG0746
	0111EG0747
	0111EG0748
	0111EG0749
	0211EG0751
	0211EG0752
	0211EG0753
	0211EG0754
	0211EG0755
	0211EG0758
	0211EG0759
	0211EG0760
	0211EG0761
	0211EG0762
	0211EG0763
	0211EG0764
	0211EG0765
	0211EG0766
	0311EG0767
	0311EG0768
	0311EG0771
	0311EG0772
	0311EG0773
	0311EG0774
	0311EG0775
	0311EG0776
	0311EG0780