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NHTSA Safety Recall No. 13V-390

August 29, 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 D2000A/3000A/4000A Series, D2000B/3000B/4000B Series, DL/DM Series, DLB/DMB Series, and DC Series units. These units have the possibility of the winch motor mounting cap screws coming loose which can allow the winch motor to detach from the winch. If the motor becomes detached, the load can fall and death or serious injury may result.

Refer to CSN 586 for labor and travel covered under the warranty policy.

In order to determine if your unit is affected by CSN 586, 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: August 29, 2013

Units Affected: D2000A/3000A/4000A Series, D2000B/3000B/4000B Series,
DL/DM Series, DLB/DMB Series, and DC Series units (see attached list)

Winch Motor Mounting Cap Screw Inspection

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

Reports have been received of loose winch motor mounting cap screws. Investigation of the problem found that some of the cap screws were not properly torqued allowing them to loosen after use. This situation occurred on both turntable and boom tip winches. If the winch cap screws loosen, the winch motor can become detached from the winch allowing the load to fall. Death or serious injury can result from falling loads occurring if the winch motor comes loose from the winch.

Altec requires each affected unit to have the winch motor cap screws inspected and tightened to the proper torque specification. Use the procedure on Page 2 for this inspection.

Customers are reminded that the motor mounting cap screws are listed to be checked for tightness on the Preventive Maintenance and Inspection Checklist 500 PTO hours/6 Months section.

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 \$35 for an inspection and 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 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 or repair at the owner's location.

Inspection Process

1. Position the unit on a level surface, apply the parking brake and chock the wheels. Engage the unit's hydraulic system. Properly set the outriggers. Disengage the unit's hydraulic system.
2. If the unit has a boom tip winch, operate the unit so that the boom tip is positioned for access from ground level.
3. Remove one of the winch motor mounting cap screws (refer to Figure 1).

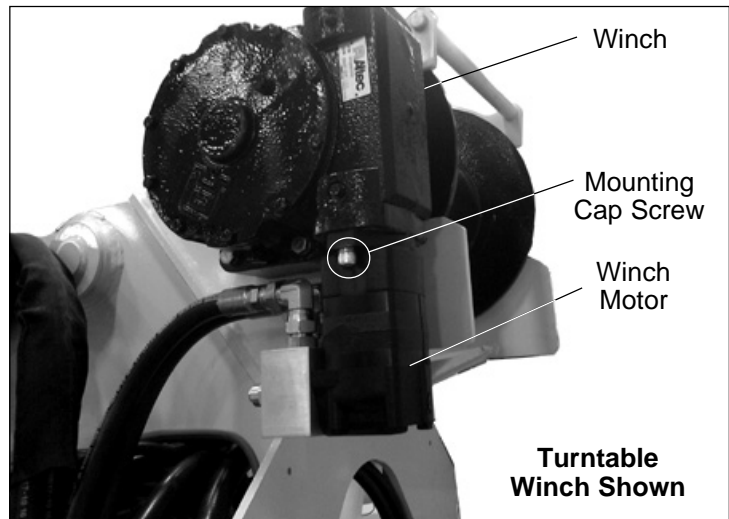


Figure 1 — Winch Motor Mounting Cap Screw



Warning

Death or serious injury can result from improper use of solvents. Follow the manufacturer's label for proper use and disposal.



Caution

Injury can result from airborne particles entering the eyes. Wear appropriate safety equipment.

4. Use solvent and compressed air to clean the cap screw of any debris, grease or oil.
5. Reinstall the cap screw and torque it to 64 ft-lb.
6. Remove the other cap screw and repeat Steps 3 through 5.
7. Engage the unit's hydraulic system. Raise the boom and operate the winch looking for leaks and proper operation. Make any corrections necessary.
8. Stow the boom. Retract the outriggers and return the unit to service.