



210 Inverness Center Drive
Birmingham, AL 35242

Telephone: 205-991-7733
Facsimile: 205-991-9993
www.altec.com

IMPORTANT SAFETY RECALL

NHTSA Safety Recall No. 13V-636

February 11, 2014

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 DT80, D2000A, D3000A, D4000A, D2000B, D3000B, and D4000B Units equipped with a digger and/or boom tip winch. These units have the possibility of the feeder tubes separating from the bracket on the boom. If the feeder tube separates from the bracket, it can fall and death or serious injury may result.

Refer to CSN 591 for parts, labor and travel covered under the warranty policy. Altec will supply, free of charge, a feeder tube bracket improvement kit to correct this condition.

In order to determine if your unit is affected by CSN 591, 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: February 11, 2014

Units Affected: DT80, D2000A, D3000A, D4000A, D2000B, D3000B, and D4000B units with Digger Motor or Boom Tip Winch Feeder Tubes and with serial numbers starting with 0110 (January, 2010) through 1212 (December, 2012) (see attached list)

Feeder Tube Bracket Improvement

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 the bolt-on feeder tube bracket may separate from the digger transfer mechanism under certain conditions. If the bracket attachment fails, the feeder tubes may separate from the boom. **Death or serious injury can result from being hit by a falling feeder tube.**

Altec requires an immediate inspection of the bracket and the condition of the bracket fasteners on all affected units. The inspection should be done at least monthly until a Feeder Tube Bracket Improvement Kit is installed on the unit. Select the correct kit from the chart at the end of the inspection procedure. The inspection procedure is explained on Page 2. The kit must be installed at the next service interval but no later than six months from the receipt of this CSN. Order the kit by calling 1-877-GO ALTEC (1-877-462-5832).

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 \$150 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 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 repair at the owner's location.

Feeder Tube Bracket Inspection

Read and understand all steps of the inspection before beginning the procedure.

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.
2. Raise the boom and rotate the unit so that the boom can be lowered close to the ground so the boom tip can be easily reached.
3. Locate the feeder tube bracket attached to the digger transfer bracket (refer to Figure 1). There is also a bracket for the boom tip winch feeder tubes, if the unit is so equipped.

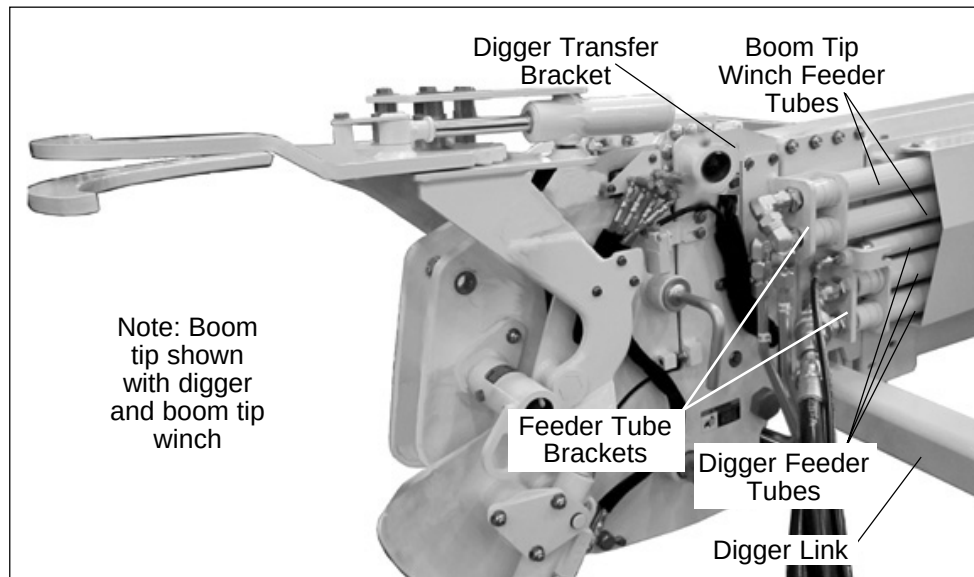


Figure 1 — Feeder Tube Bracket Location

If the unit is equipped with both a digger and a boom tip winch, both feeder tube brackets must be replaced.

4. The feeder tube bracket is mounted to the digger transfer bracket using four cap screws. Check the cap screws to be sure they are not damaged, broken, or missing. Make sure each cap screw is torqued to 19 ft-lb.
5. For D2000A or B, D3000A or B, and D4000A or B units: if the digger is mounted on the right side of the boom (determined by looking from the boom tip toward the turntable), measure the distance between the center of the two bottom cap screw heads (refer to Figure 2). This measurement is required to order the correct replacement kit. No measurement is required for the DT80, units with the digger mounted on the left side of the boom, or units with a boom tip winch.

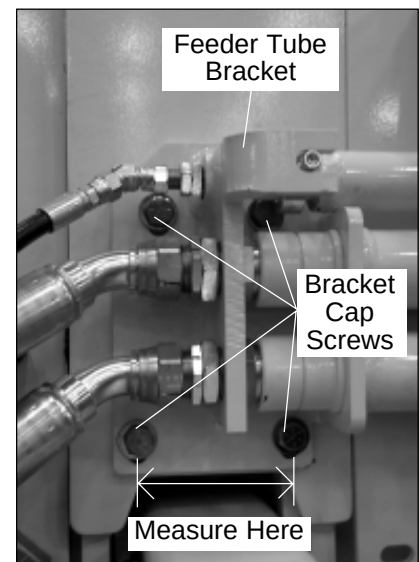


Figure 2 — Measuring The Cap Screw Distance

- 6.If the cap screws and bracket are in good condition, the unit can continue to be used until the feeder tube bracket is replaced at the next scheduled service interval. If the cap screws are damaged or missing or if the bracket is damaged, remove the unit from service until the Feeder Tube Bracket Improvement Kit can be installed.
- 7.After inspecting the bracket and the cap screws, stow the unit. Retract the outriggers, disengage the unit's hydraulic system. Return the unit to service if the inspection did not show damage.

Use the chart below to order the proper kit for the unit affected. The kit includes a new bracket and additional or larger fasteners for the bracket attachment and instructions.

UNIT MODEL	KIT PART NUMBER
DT80	970516862
D2000A, D3000A, D4000A, D2000B, D3000B, D4000B	
Right Hand Digger - 4 ³ / ₄ Measurement	970516863
Right Hand Digger - 4 ¹ / ₄ Measurement	970516865
Left Hand Digger	970516866
D2000A, D3000A, D4000A, D2000B, D3000B, D4000B	
Boom Tip Winch Feeder Tube	970516867