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## IMPORTANT SAFETY RECALL

NHTSA Safety Recall No. 14V-616
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November 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 SURE-TRAC® trailers manufactured by Novae. These units have the possibility of cracks developing in the tongue attachment to the trailer frame. The cracks can possibly cause the tongue to separate from the frame resulting in death or serious injury.

Refer to CSN 605 for the items covered under the warranty policy. Altec will supply, free of charge, repair gussets to correct this condition.

In order to determine if your unit is affected by CSN 605, compare the serial number of your unit with the list of affected units attached to 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.

At any time, you may contact Altec at 1-877 GO ALTEC (1-877-462-5832) with your unit's serial number to determine if there are any other outstanding notices.

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: November 11, 2014

Units Affected: SURE-TRAC® Trailers (Model ST81181TPL2-B-140)  
built for Altec (see attached list)

## Trailer Tongue Inspection and Repair

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

In 2013 Altec sent CSN 579 to notify customers with certain SURE-TRAC® trailers, manufactured by Novae, used to originally transport the DB37 or AT37-GW units, of a possible issue regarding the tongue of the trailer. Since then Altec discovered that more trailers were affected and this Customer Service Notice, CSN 605, is being sent to both customers who received the original CSN 579 and owners of trailers on the expanded list.

The trailer tongue may have cracks where the tongue tube attaches to the trailer frame. If the cracks are not repaired or the repair kit is not installed, the tongue can separate from the frame. **Death or serious injury can result from unexpected movement of the trailer while traveling.**

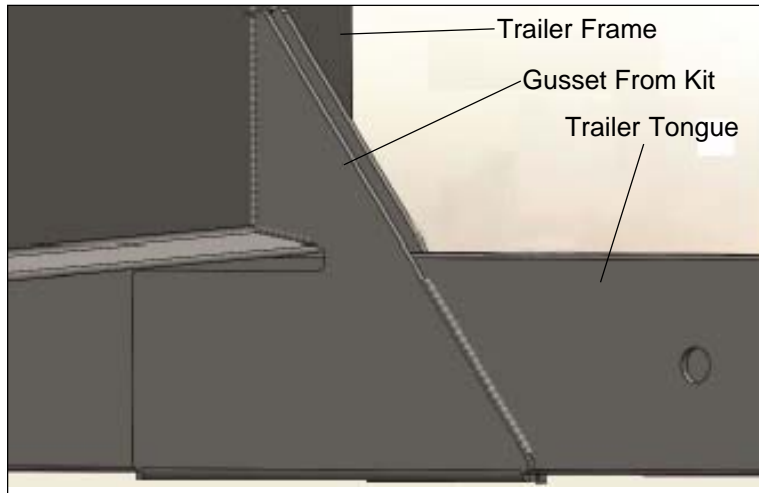
Customers are required to inspect the trailer tongue area for cracks using the procedure which begins on Page 2. The inspection must be completed within 30 days of the receipt of this CSN.

Each of the affected trailers must have also the Tongue Reinforcement Kit, part number 970471319, installed to strengthen the joint between the tongue and the trailer frame. Contact Altec at 1-877-GO-ALTEC (1-877-462-5832) to order the kit or to schedule the work to be done by an Altec service technician at an Altec facility. Customers are responsible for the labor and travel costs of an Altec Mobile Service technician if the technician performs the inspection at the owner's location.

This repair is covered under the Altec Warranty Policy and can be performed by Altec or the customer's warranty provider. Although the trailer is manufactured by Novae, Altec is providing warranty coverage of the repair under the Altec warranty policy. Altec will allow up to \$500 for an inspection and the labor to perform this repair. A warranty claim must be submitted for the cost of the labor.

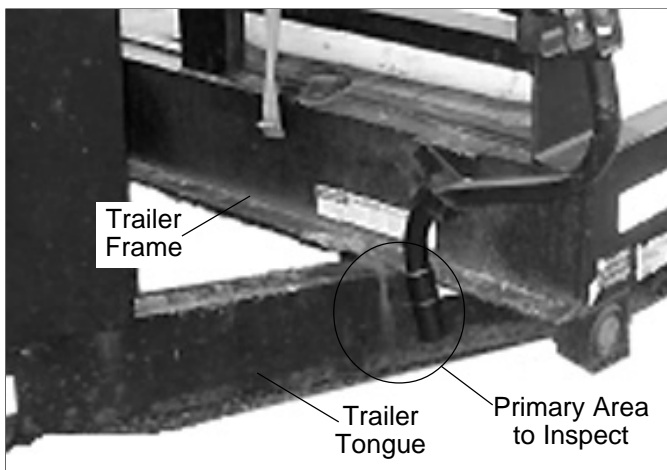
## Trailer Inspection Procedure

1. Position the unit on a level surface and chock the wheels.
2. Look at the point where the trailer tongue joins the frame. If the gusset (refer to Figure 1) has already been installed, the trailer has already been repaired and no further action is required. Continue to Step 7. If there is no gusset, continue to Step 3.

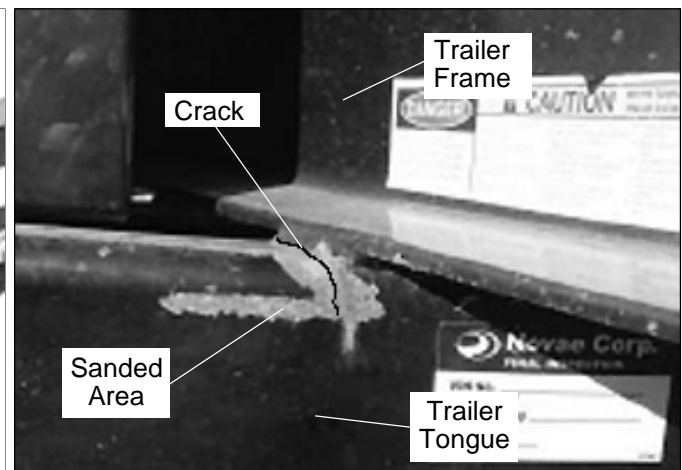


**Figure 1 — Gusset Installed**

3. Clean all corrosion or dirt and debris from the area where the trailer tongue attaches to the frame. Use a wire brush or rotary sander to complete the cleaning.
4. Use a strong light to search for any evidence of cracks in the tongue tube (refer to Figures 2 and 3). Make sure to inspect all of the tube surfaces on both sides of the tongue.



**Figure 2 — Possible Crack Location**



**Figure 3 — Close View Of Crack**

5. If any cracks are found, measure the length and note the location of any crack. If the crack is more than 3 inches long, contact Technical Support (1-877-GO-ALTEC , prompt 4) for further assistance. If the crack is less than 3 inches, it must be repaired before any repair kit is added. Use the following steps to repair the crack.

- a. Clean the area around the crack. Remove all paint, rust, oil, etc. from the area to be welded.
  - b. Protect or remove nearby components, such as wiring, to prevent damage from grinding sparks or weld spatter.
  - c. Drill a  $\frac{3}{16}$  inch diameter hole through the material one inch past the end of the crack. This stop drill hole is to prevent the crack from extending.
  - d. Grind out the crack in the shape of a “V” between the edge of the material and the stop drill hole. The depth of the “V” should be approximately  $\frac{1}{8}$  inch.
  - e. Weld along the “V” groove using low hydrogen ER70S-6 wire with CO<sub>2</sub> shielding or LH7018 electrodes. The weld should fill the groove and the stop drill hole, leaving a convex bead. An AWS qualified welder using AWS standards should apply the weld. The welding ground clamp must be connected to the frame of the trailer.
  - f. After the weld has cooled, inspect it carefully. If the weld is satisfactory, touch up paint. If the weld is not satisfactory, make any necessary corrections.
6. After inspecting the trailer, order the Tongue Reinforcement Kit, part number 970471319, and install it within 90 days of the inspection.
7. Complete the CSN 605 Inspection Sheet on Page 4 and return the Inspection Sheet by fax or mail to Altec.
8. Return the trailer to service.

# CSN 605 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)

Model	Serial Number	Repair Kit Is Installed		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: \_\_\_\_\_