



210 Inverness Center Drive
Birmingham, AL 35242

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

IMPORTANT SAFETY RECALL

This notice applies to your vehicle. See attached serial number list.

NHTSA Safety Recall No. 15V-096

March 30, 2015

Dear Altec Owner,

This notice is sent to you in accordance with 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 L36A, L42E, LRV, and LR7 Units. These units have upper boom cylinder castings that may crack. The failure of the cylinder casting can possibly cause the cylinder to become disconnected resulting in death or serious injury.

Refer to CSN 611 for the items covered under the warranty policy. Altec will supply, free of charge, replacement cylinders to correct this condition.

In order to determine if your unit is affected by CSN 611, 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. The repair is expected to take up to 6.25 hours to complete.

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: March 30, 2015

Units Affected: L36A, L42E, LRV, and LR7 units (see attached list)

Upper Boom 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 had a upper boom cylinder base end casting fail while the unit was being tested before being delivered to a customer. Altec and the cylinder supplier did an investigation and found a problem in the casting process that could cause the casting to crack and fail. If the casting fails, the upper boom cylinder can become disconnected from the boom resulting in uncontrolled movement of the boom. **Death or serious injury can result from uncontrolled boom movement.**

Altec requires that the two upper boom cylinders on the affected units be inspected within 30 days of the receipt of this CSN. Use the inspection procedure beginning on Page 2 to look for a manufacturing code and possible cracks. If the cylinder has one of the affected manufacturing codes, it must be inspected. If any cracks are found on the cylinder castings, the unit must be taken out of service immediately and the cylinder must be replaced. If no cracks are found, an additional magnetic particle inspection will be required.

The cylinder replacement is covered under the Altec Warranty Policy and can be performed by Altec, the customer or the customer's warranty provider. Altec will allow up to \$550 for the labor to perform one cylinder replacement. A warranty claim must be submitted to be reimbursed for the cost of the parts and/or labor. Call the Altec Tree Care Call Center (IFlyAltec) at 1-877-435-9258 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.

Cylinder Inspection Procedure

Read and understand all steps of the instructions 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 (if so equipped). Disengage the unit's hydraulic system.
2. Both the top and bottom upper boom cylinders must be inspected for the manufacturing code on the base end casting of the cylinder (refer to Figures 1). The code is on one side of the base end cylinder casting on all units. The code starts with D and is followed with four numbers.

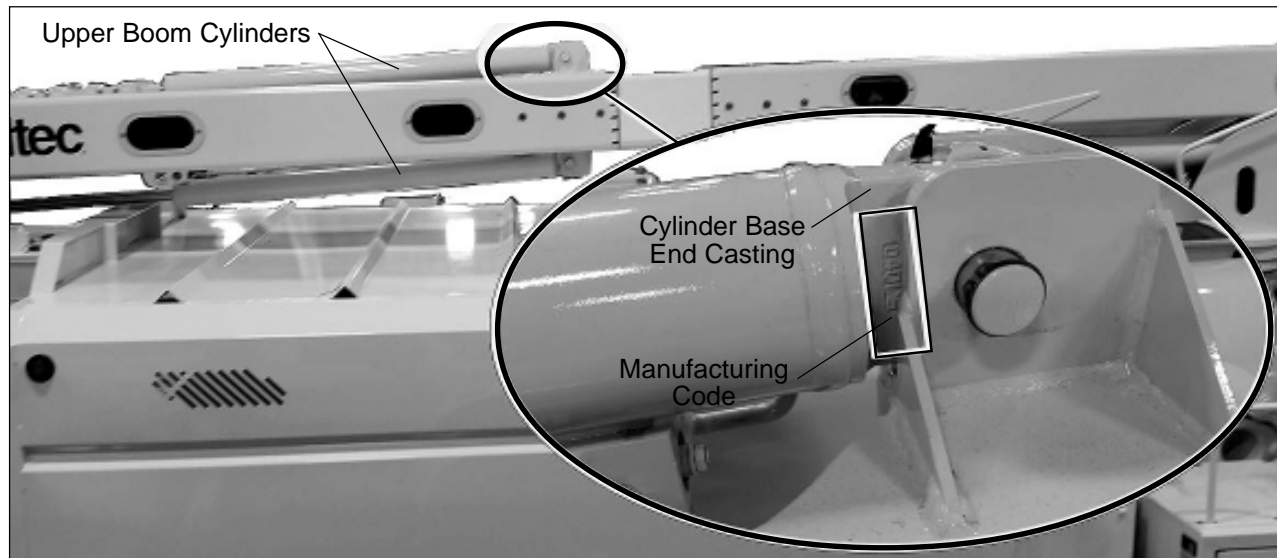


Figure 1 – Cylinder Manufacturing Code Location

3. Write down the manufacturing codes from both cylinders and compare them to the list of codes on Page 3. If the manufacturing code on the cylinder is on the list, continue to Step 4 of the inspection. If the manufacturing code of the cylinder(s) is not included in the list, the inspection is complete. Go on to Step 5.
4. If the manufacturing code of the cylinder(s) is included in the list, look for any visible cracks in the casting at the base of the cylinder(s). Look for cracked paint, discoloration or rust, or dark line in the casting that might indicate cracks. *If any cracks are found, immediately remove the unit from service* and contact the Altec Tree Care Call Center (IFlyAltec) at 1-877-435-9258. If there are no visible cracks, contact the Altec Tree Care Call Center within 60 days of the visual inspection to schedule a magnetic particle inspection to be done on the cylinder(s).
5. After the visual inspection is completed, fill out and return the Inspection Sheet on Page 4. Engage the unit's hydraulic system, retract the outriggers, and return the unit to service if the unit passes the visual inspection.

CSN 611 Manufacturing Codes

If the cylinder (upper or lower) has one of these codes, it must be inspected.

D0006	D1020	D1050	D1100	D1150	D1200
D0008	D1027	D1051	D1101	D1151	D1202
D0011	D1028	D1052	D1102	D1152	D1203
D0013	D1029	D1053	D1103	D1153	
D0014	D1030	D1054	D1104	D1154	
D0015	D1031	D1055	D1105	D1155	
D0016	D1032	D1056	D1106	D1156	
D0017	D1033	D1057	D1107	D1157	
D0018	D1034	D1058	D1108	D1158	
D0019	D1035	D1059	D1109	D1159	
D0020	D1036	D1060	D1110	D1160	
D0021	D1037	D1061	D1111	D1161	
D0022	D1038	D1062	D1112	D1162	
D0024	D1039	D1063	D1113	D1163	
D0025	D1040	D1064	D1114	D1164	
D0026	D1041	D1066	D1115	D1165	
D0028	D1042	D1067	D1117	D1167	
D0036	D1043	D1068	D1119	D1168	
D0059	D1044	D1069	D1122	D1169	
	D1045	D1070	D1124	D1170	
D0488	D1046	D1071	D1126	D1171	
D0499	D1047	D1072	D1127	D1172	
D0573	D1048	D1073	D1128	D1173	
D0574	D1049	D1075	D1129	D1174	
		D1076	D1130	D1175	
		D1077	D1131	D1176	
		D1078	D1132	D1177	
		D1079	D1133	D1178	
		D1081	D1134	D1179	
		D1082	D1135	D1180	
		D1083	D1136	D1181	
		D1084	D1137	D1182	
		D1085	D1138	D1183	
		D1086	D1140	D1184	
		D1087	D1141	D1185	
		D1088	D1142	D1186	
		D1089	D1143	D1187	
		D1090	D1144	D1188	
		D1091	D1145	D1189	
		D1092	D1146	D1190	
		D1093	D1147	D1191	
		D1094	D1148	D1192	
		D1095	D1149	D1193	
		D1096		D1194	
		D1097		D1195	
		D1098		D1196	
		D1099		D1197	
				D1198	
				D1199	

CSN 611 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	Cylinder Manufacturing Code		Date Inspected
		Top Cylinder	Bottom Cylinder	

Make additional copies of this form, as needed, for additional units. Contact Altec Forestry Support Call Center (IFlyAltec) 1-877-435-9258 or email IFlyAltec.com for further repair information.

Company Name: _____ Phone _____

Service Company Name: _____ Phone: _____

Company Contact: _____

Company Street Address: _____

State: _____ ZIP Code: _____

Signature: _____