



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-810

January 15, 2016

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 DSC6 and DC610 Chipper Units. These units have the possibility of the anvil or backing plate coming loose. If these parts come loose, they may interfere with the rotating disk resulting in death or serious injury.

Refer to CSN 626 for the items covered under the warranty policy. Altec will supply, free of charge, anvil attachment hardware to correct this condition.

In order to determine if your unit is affected by CSN 626, 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 1-877-435-9258 for further assistance. The repair is expected to take 4 hours to complete.

At any time, you may contact Altec at 1-877-435-9258 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 1-877-435-9258.

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: January 15, 2016

Units Affected: DSC6 and DC610 Chipper units (see attached list)

Anvil Weld Inspection

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

Two conditions have been discovered on the above listed chippers:

- Improper or missing welds around the anvil mounting bracket on both the DSC6 and DC610 units. The anvil and backing plate may come loose causing interference with the rotating disk. **Death or serious injury can result from the anvil or anvil backing plate becoming loose.**
- Incorrect anvil spacers on only the DSC6 units. This can result in movement of the anvil causing damage to the unit.

Altec requires that all affected units have the following action completed no later than 120 days of receipt of this CSN. A weld inspection gauge is included with this CSN. The weld inspection procedure begins on Page 3.

- DC610 — Weld inspection and repair, if needed. Repair must be completed at Altec facility or an Altec approved repair facility.
- DSC6 — Weld inspection and repair, if needed. Repair must be completed at Altec facility or an Altec approved repair facility.
Anvil spacers must be replaced on all DSC6 units.
Order Anvil Replacement Kit, part number 990088848

After inspecting the welds, determine the next steps to complete the CSN from the following actions:

- If the inspection finds damaged or cracked welds, immediately remove the chipper from service until repairs are completed
- If the inspection finds improper welds, but the welds are not damaged, schedule an appointment with Altec for the repair within 60 days of inspection. The weld repair is not able to be completed in the field and must be done by Altec. If the unit remains in service, inspect the unit prior to every use.

- If the technician can not determine the quality of weld, call the Altec Tree Care Call Center, (IFlyAltec) 1-877-435-9258, and select Prompt 4 to contact Technical Support.
- Complete the inspection form at the end of this CSN and return it to Altec.

This repair 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 \$340 for the labor to perform this repair. 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) 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.

Chipper Weld Inspection Procedure

The weld inspection gauge is included with this CSN. Additional weld inspection gauges, part number 990134177, can be obtained at no cost by calling the Altec Tree Care Call Center, (IFlyAltec) 1-877-435-9258.

The weld inspection gauge has a cut out on each end (refer to Figure 1) to measure the weld and determine if the weld needs to be repaired. Use the following photos (refer to Figure 2 through 9) to determine the location and condition of the welds. The weld location on the photos may be enhanced for clarity .

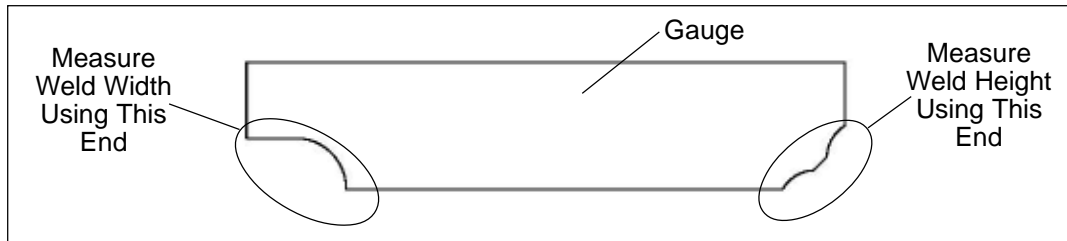


Figure 1 — Weld Gauge

Inspection of the welds is only required on the streetside of the chipper anvil area. Hold the gauge so that the measurement end being used on the weld bead is at a right angle to the bead. Measure the weld bead at a minimum of three points: on each end and in the middle both for the width and the height. Each weld bead should be approximately $\frac{1}{4}$ inch wide. Compare the measurements seen on the gauge with Figures 4 through 9 on the following pages.

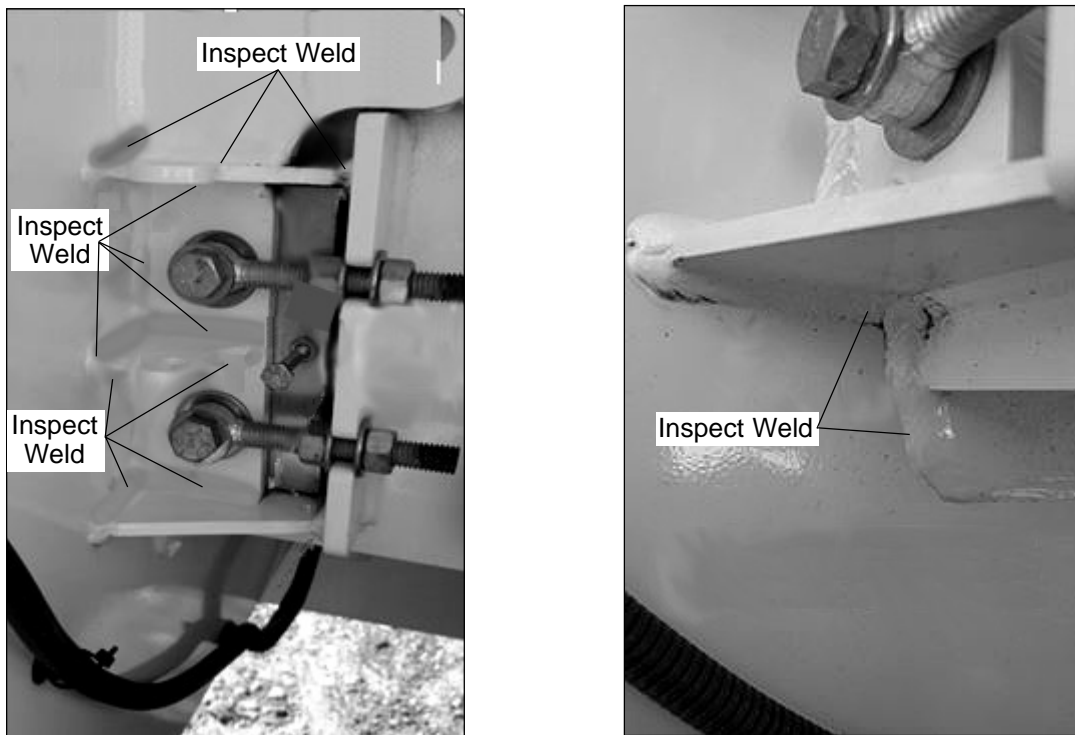


Figure 2 — DC610 Weld Inspection Area

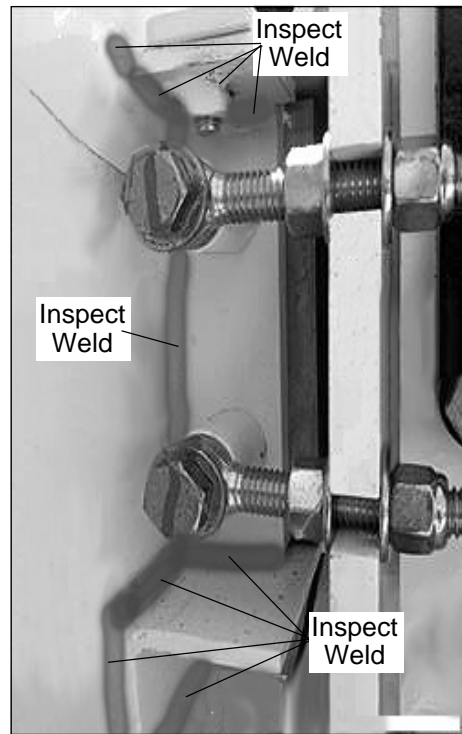


Figure 3 — DSC6 Weld Inspection Area

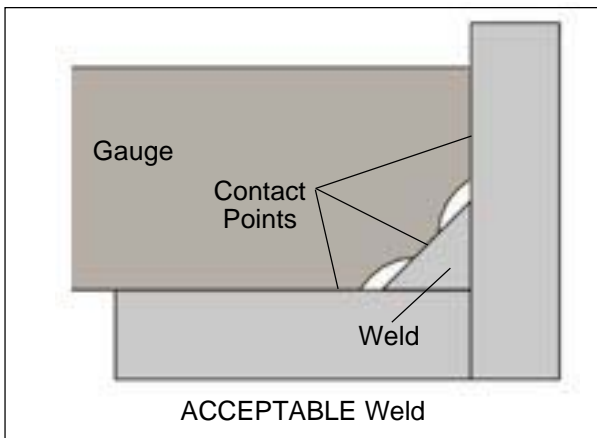


Figure 4 — Measuring Weld Height

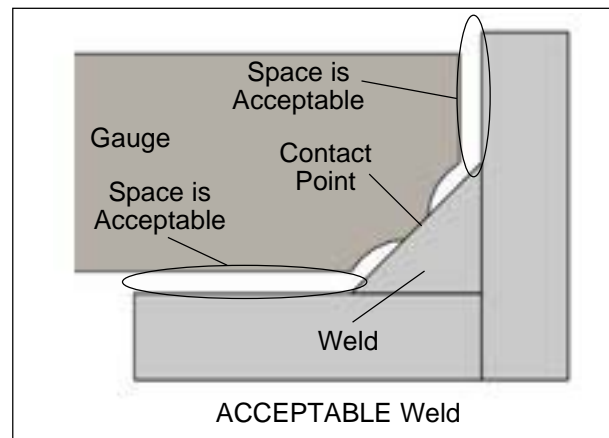


Figure 5 — Measuring Weld Height

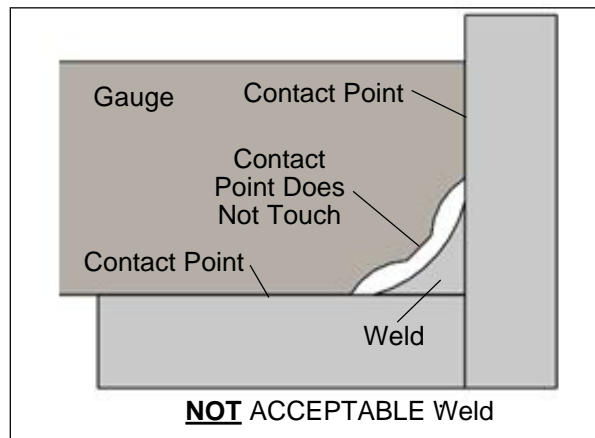


Figure 6 — Measuring Weld Height

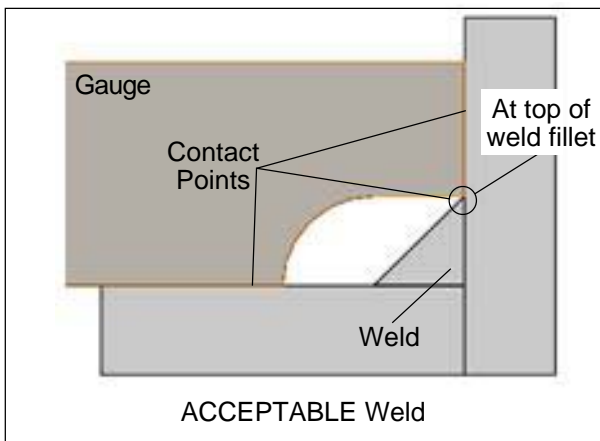


Figure 7 — Measuring Weld Width

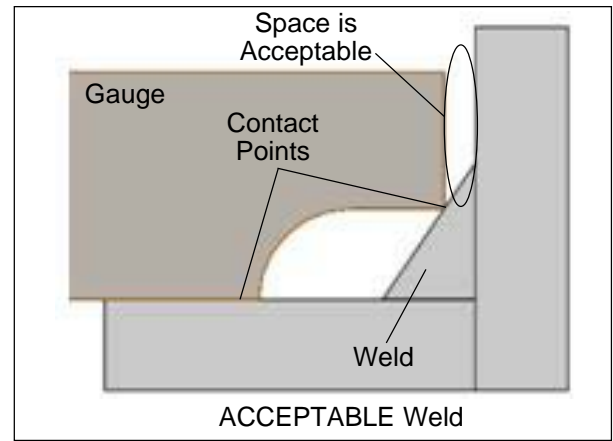


Figure 8 — Measuring Weld Width

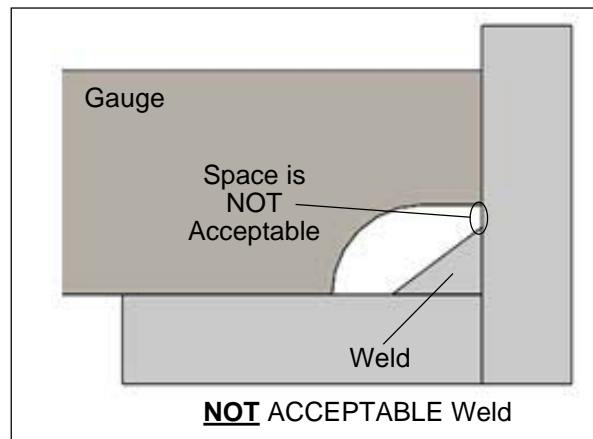


Figure 9 — Measuring Weld Height

If the inspection finds damaged or cracked welds, immediately remove the chipper from service until repairs are completed.

If the inspection finds improper welds, but the weld is not damaged, schedule an appointment with Altec for the repair within 60 days of inspection. If the unit remains in service, inspect the unit prior to every use.

If the quality of weld is questioned, call the Altec Tree Care Call Center, (IFlyAltec) 1-877-435-9258, and select Prompt 4 to contact Technical Support.

Complete the inspection form at the end of this CSN and return it to Altec.

CSN 626 Inspection Sheet

Complete this form and FAX to: 1-877-659-9929

or scan and email to product.safety@altec.com

Model	Serial Number	Cracks In Welds		Date Inspected
		Yes	No	

Make additional copies of this form, as needed, for additional units. Contact Technical Support at the Altec Tree Care Call Center, (IFlyAltec) 1-877-435-9258, prompt 4, for further repair information.

Company Name: _____ Phone _____

Service Company Name: _____ Phone: _____

Company Contact: _____

Company Street Address: _____

State: _____ ZIP Code: _____

Signature: _____