



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. 16V-023

March 11, 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 AH75, AH85, and AH100 Units. These units have the possibility of uncommanded function during use. Uncommanded function of the unit can possibly cause movement resulting in death or serious injury.

Refer to CSN 628 for the items covered under the warranty policy. Altec will supply, free of charge, replacement pulsars to correct this condition.

In order to determine if your unit is affected by CSN 628, 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 4 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.



Altec HiLine LLC
Duluth, MN

CSN 628

Customer Service Notice

Date: March 11, 2016

Units Affected: AH75, AH85, and AH100 units with serial number 0410FA0004 (April, 2010) through 1115FA0377 (November, 2015), and serial number 12624660

Pulsar Replacement

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

Parker Pulsar hydraulic pilot valves used in the above listed units may possess a supplier manufacturing defect in the coil which can allow the lead wire to short to ground when exposed to environmental moisture. This short could allow movement of the aerial device when the interlock circuit is activated even if the function controlled by that valve has not been selected. **Death or serious injury can result from uncommanded function.** Release of the interlock or activation of the Emergency Stop will stop the movement.

Parker has implemented changes in the manufacturing of these Pulsars to remove potentially defective coils from the production runs, and added seals in various locations to reduce the likelihood of water ingress. These improved Pulsars, which are visually identifiable by either a blue heat-shrink seal or clear heat-shrink seal with blue printing on the connector end of the Pulsar wire jacket, must be installed on the affected units. Altec will contact customers with the affected units within 45 days from the date of this CSN to schedule replacement of all 20 Pulsars on the unit with the new design. Until the Pulsar replacement takes place, the customer must do the following steps.

- Regularly conduct the Daily Preoperational Inspection as described in the Operator's Manual.
- While performing the Daily Preoperational Inspection from the lower controls, pay particular attention to any uncommanded function resulting in movement when operating boom and platform functions from the lower controls.
- Monitor the performance of the unit for signs of for any signs of uncommanded function when operating from the upper control. *Release the interlock trigger or engage the Emergency Stop to stop any uncommanded function.*
- Immediately take the unit out of service if any signs of movement of a boom or platform function occur without moving the control for that function. Contact Altec for Pulsar replacement.

This repair is covered under the Altec Warranty Policy and will be performed by Altec technicians who will provide all necessary parts. Altec will allow up to \$680 for labor for customers who choose to conduct this repair themselves.

For inquiries regarding scheduling, ordering of parts, and technical questions, call 1-877-GO-ALTEC, use prompt 4 and request HiLine Tech Support.