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## **IMPORTANT SAFETY RECALL**

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

NHTSA Safety Recall No. 16V-037
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February 25, 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 model 440 and 470 knuckleboom crane units. Cracks can develop in the crane's pedestal which may cause unexpected platform movement. Unexpected movement of the platform may result in serious injury or death.

Refer to CSN 629 and the Effer Recall Letter enclosed with this letter for the items covered under the recall.

In order to determine if your unit is affected by CSN 629, compare the serial number of your unit with the list of affected units attached to the CSN. Altec will repair the affected units free of charge.

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>.

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 unit 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 25, 2016

Units Affected: Certain Model 440 and 470 Effer Cranes (See attached list)

## Weld Inspection and Bolt Replacement

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

Altec has been informed by North American Lifting Equipment, the United States distributor of Effer cranes, of an issue concerning possible weld failure and replacing the slewing ring bolts on certain cranes listed above. North American Lifting Equipment reports that cracks have been discovered in the pedestal of some units. **Failure of crane structures can cause unexpected platform movement possibly resulting in death or serious injury.**

Altec will be contacting all customers within the next 30 days to schedule the inspection and possible repair of the Effer crane.

This repair will be performed by Altec. Call 1-877-GO ALTEC (1-877-462-5832), prompt 4 - Technical Support, with any questions about this CSN.



## **TECHNICAL BULLETIN N° 28/2015**

Minerbio, 15 October 2015

To: All Dealers / Authorized workshops

From: After Sales

Subject: **Recall campaign of 440 and 470**

Model / Range: 440 and 470 models

### **Information**

This technical bulletin completes the previous bulletin 22 and concludes the recall campaign of the bolts of the slewing ring for models 440 and 470. Cranes involved in the present bulletin are different from the ones of bulletin 22.

As a precaution, Effer provides the replacement of the bolts of the slewing ring and the execution of a check to verify that the internal welding of the basement are undamaged.

It is understood that in each crane must be evaluated the proper structuring and correct assembly of the frame, in order to ensure the full and exact functionality of the machine. Therefore, during the replacement of the bolts, we ask you to verify eventual critical points of the counter chassis.

**This recall is very urgent, therefore each customer has to be called immediately to fix an appointment for the repair, with the aim of avoiding risks for property and people. The same importance and urgency has the completion of campaign 22 that, as of today, it has not been performed on all cranes involved. Any accident and relevant damages to property and/or people will not be of any responsibility of Effer. Both campaigns, previous 22 and actual 28, have to be completed in the shortest time possible and mandatorily within 30 days.**

In menu "Campaign report" of After Sales portal (td.effer.com) you can double-check the serial number of cranes under your responsibility involved in the campaigns: give priority to cranes fitting PLE and installed at the rear of the truck.

Check in the attachment the list of cranes involved: verify that all the cranes of your competence are still under your responsibility and verify if cranes originally sold by other dealers where re-solded to clients working in your area.

We ask you to report to Effer about any crane's owner you are able to contact; in this case please provide any information that might be useful to track the end user.

Confirm then to your reference of After Sales if you need more parts to complete the recall campaign on all cranes of your responsibility.