



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-307

May 31, 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 DLB and DMB Series corner mounted Digger Derrick Units. These units have the possibility of having rotation bearing cap screws that were not properly torqued in manufacturing. If the cap screws come loose, uncontrolled movement can occur resulting in death or serious injury.

Refer to CSN 633 for the items covered under the warranty policy.

In order to determine if your unit is affected by CSN 633, 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.

Customer Service Notice

Date: May31, 2016

Units Affected: DLB Series and DMB Series Corner Mounted Derricks (See attached list)

Rotation Bearing Cap Screw Inspection

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

Altec discovered that the affected units may have improperly torqued rotation bearing cap screws. Improperly torqued cap screws can loosen and eventually fail causing uncontrolled movement of the unit. **Death or serious injury can result from uncontrolled movement.**

Altec requires that the outer race rotation bearing cap screws be inspected on all affected units within 30 days of the receipt of this Customer Service Notice. The inspection procedure begins on Page 2 of this CSN.

This 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 \$180 for inspection and \$360 for cap screw replacement labor. A warranty claim must be submitted to be reimbursed for the cost of the parts and/or labor. Call 1-877-GO ALTEC (1-877-462-5832) 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 procedure at the owner's location.

Rotation Bearing Outer Race Cap Screw Inspection and Retorque Procedure

Normal mechanics hand tools and an accurate, click-type manual torque wrench are required for the inspection of these cap screws. 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. Disengage the unit's hydraulic system.
2. Remove the cover from the access hole in the corner mount pedestal.
3. Reach inside the pedestal and check to see if any rotation bearing cap screws are visibly loose or that any hardened washers can be spun by hand. If one or more cap screws are found to be visibly loose or have loose washers, go to Step 5.
4. If all the cap screws are visibly tight, perform the Annual Torque Inspection Procedure at 295 ft-lb on the outer race cap screws as outlined in Section 4 of the DLB-DMB Series Maintenance Manual. If one or more cap screws turn before the torque wrench reaches 295 ft-lb, go to step 5. If all of the cap screws reach 295 ft-lb without turning, go to step 6.
5. If one or more cap screws are found to be loose, torque all of the cap screws to the full value of 325 foot-pounds. The unit can be returned to service but all the outer race rotation bearing cap screws must be replaced within 30 days. Use the replacement process as outlined in Section 6 of the DLB-DMB Series Maintenance Manual.
6. Call 1-877-GO ALTEC (1-877-462-5832) to order the appropriate kit for your unit.

Cap Screw Replacement Kit 990238647 (DLB)
990238649 (DMB)

7. Replace the pedestal cover. Engage the unit's hydraulic system and retract the outriggers. Disengage the unit's hydraulic system and return the unit to service.
8. Complete the inspection form at the end of this CSN and return it to Altec.

CSN 633 Inspection Sheet

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

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

Model	Serial Number	Cap Screws Are Tight		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: _____