



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-536

August 22, 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 Units equipped with front bumper or capstan winches. The winch or capstan may have a Eaton hydraulic motor that can have possible output shaft failure while the motor is being used to power the front winch or capstan. Failure of the motor output shaft used on certain winches or capstans could increase the risk of property damage or personal injury.

Refer to CSN 635 for the items covered under the warranty policy. Altec will supply a replacement hydraulic motor to correct this condition.

In order to determine if your unit is affected by CSN 635, 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 2½ 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: August 22, 2016

Units Affected: Units Equipped with Front Bumper Winches
or Capstan Winches (see attached list)

Hydraulic Motor 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 received a recall from a hydraulic motor supplier, Eaton Corporation, of the possible failure of the output shaft while the motor is being used to power the front winch or capstan. **Failure of the motor output shaft used on certain winches or capstans could increase the risk of property damage or personal injury.**

The motor supplier, Eaton Corporation, requires replacement of the defective motors no later than the next periodic service interval from the receipt of this CSN. The motor supplier also requires that the front winches and capstan drives included on the list not be operated until the motor is identified and/or replaced. The affected hydraulic motors can be identified by the Eaton date code. The identification procedure for the date code begins on Page 2 of this CSN.

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 \$225 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 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 repair at the owner's location.

Identification Procedure

The motors affected by this CSN were manufactured from December 26, 2015 through March 30, 2016. The date of manufacture is on the Eaton hydraulic motor serial number tag.

1. Position the unit on a level surface in a well-lighted area, apply the parking brake and chock the wheels.
2. Bumper winches are mounted on the front of the chassis (refer to Figure 1) and are usually a part of the front bumper assembly. Capstan winches are typically mounted behind the rear wheel on the curbside of the body (refer to Figure 2).



Figure 1 — Bumper Winch

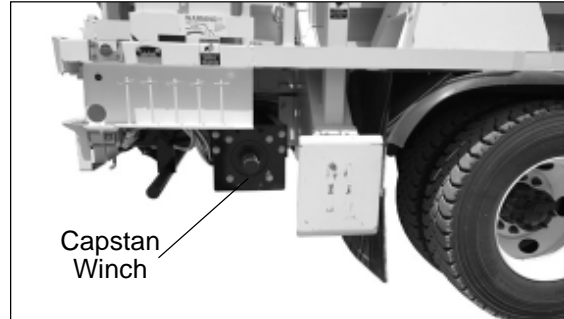


Figure 2 — Capstan Winch

3. Bumper Winch

- The winch motor is located on the streetside of the chassis under the front bumper assembly (refer to Figure 3).
- Locate the manufacturing date code of the motor (refer to Figure 4). The code is on a metal placard on the bottom of the motor facing the ground.
- NOTE: the placard was probably painted during the assembly process. Carefully remove the paint using a flat blade screwdriver or utility knife blade until the information on the placard is visible.
- The manufacturing date is located in two places on the placard. It is under the QR code block on the placard in dd-mm-yy format. It is also the first six numbers of the serial number in a yymmdd format. If the date is between 26-Dec-15 and 30-Mar-16 (or 151226 and 160330), the motor must be replaced.

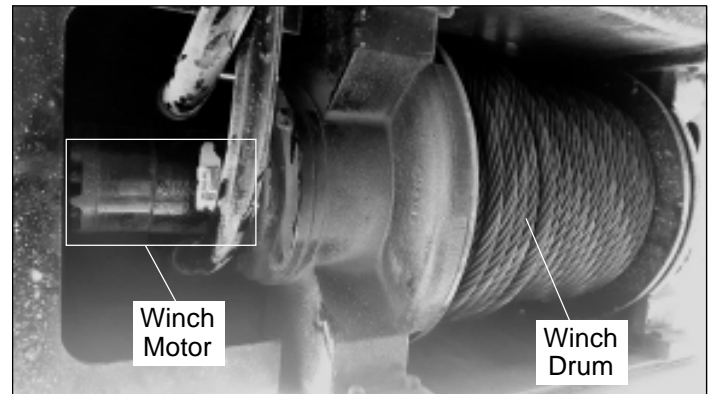


Figure 3 — Winch Motor Location

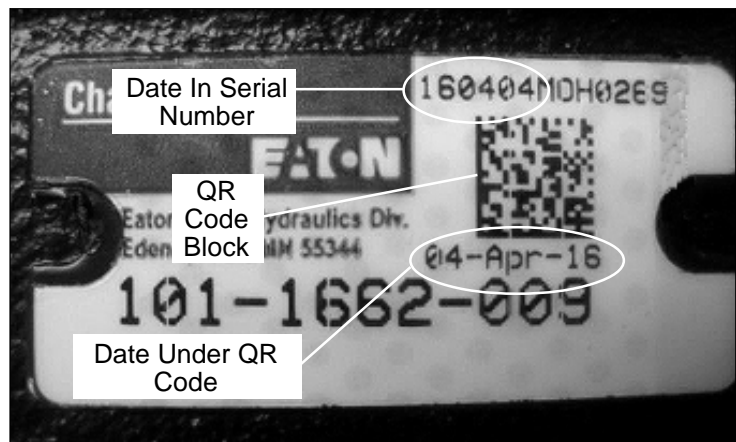


Figure 4 — Placard And Date Locations

- If the serial number is in the affected range, determine the brand of winch using the identification placard on the winch. Order the Motor Replacement kit from the chart below by calling 1-877-GO ALTEC (1-877-462-5832).

<u>Winch Manufacturer</u>	<u>Winch Model</u>	<u>Motor Replacement Kit</u>
Braden	PD18C	990284481
Braden	HUP12A	990284483
Tulsa Winch Group (TWG)	DP20U	990277663
Warn	Series 18-A-7.3	990277659

4. Capstan Winch

- Locate the serial number of the capstan hydraulic motor. The hydraulic motor is located on the backside of the capstan housing. The Eaton motor identification placard is on the top side of the motor facing up towards the truck. Depending on the mounting location and the space around the motor, the capstan assembly may need to be removed to see the motor placard.
- NOTE: the placard was probably painted during the assembly process. Carefully remove the paint using a flat blade screwdriver or utility knife blade until the information on the placard is visible.
- The date code is located in two places on the placard. It is the first six numbers of the serial number in a yymmdd format. The date code is also shown under the QR code block on the placard in dd-mm-yy format. If the date code is between 26-Dec-15 and 30-Mar-16 (or 151226 and 160330), the motor must be replaced.
- If the serial number is in the affected range, order the Motor Replacement kit from the chart below by calling 1-877-GO ALTEC (1-877-462-5832).

<u>Capstan Manufacturer</u>	<u>Winch Model</u>	<u>Motor Replacement Kit</u>
Tulsa Winch Group (TWG)	16CDUCBC1B (4000 lb)	990277664

5. If the motor requires replacement, it should be completed no later than the next periodic service interval.
6. Return the original Eaton hydraulic motor to Altec for warranty consideration.