



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-710

November 29, 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 A65, A72-T, A75, A77-T, and A77T-E93 Units. These units may have a cover that can allow unprotected metal at the boom tip to be exposed. Unprotected metal at the boom tip may increase the risk of contact with energized conductors resulting in death or serious injury if proper protective equipment is not in use.

Refer to CSN 638 for the items covered under the warranty policy.

In order to determine if your unit is affected by CSN 638, 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 2 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: November 29, 2016

Units Affected: A65, A72-T, A75, A77-T, and A77T-E93 units with serial numbers 0414CT1938 (April, 2014) through 1015CT2161 (October, 2015) (see attached list)

Upper Boom Cover Inspection and 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 discovered that the cover on the bottom side of the upper boom at the boom tip (refer to Figure 1) can have an improperly sized hole in the cover for the upper boom restraint.

The improperly sized hole in the cover can allow unprotected metal to be exposed. **Unprotected metal at the boom tip may increase the risk of contact with energized conductors resulting in death or serious injury if proper protective equipment is not in use.**

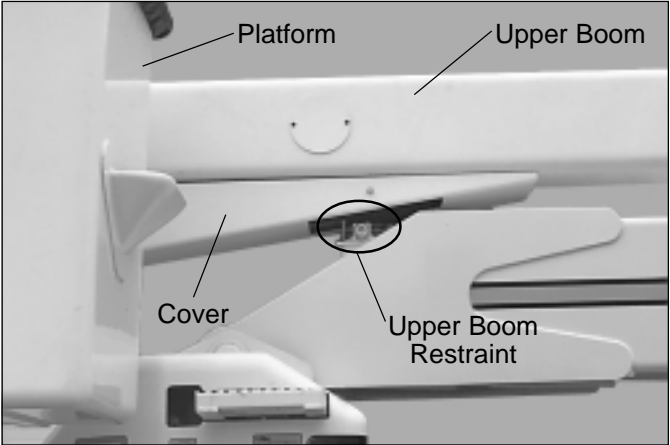


Figure 1 — Cover Location

Altec requires an inspection of the affected units to determine if the cover has an opening that is properly sized. The inspection procedure begins on Page 2. If the opening in the cover is not the correct size, the cover must be replaced. Contact Altec at 1-877-GO ALTEC (1-877-462-5832). Order the correct cover kit from the chart below.

- 970700458 Cover Kit - Personnel Unit (NO JIB WINCH)
- 970700459 Cover Kit - Material Handling Unit

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 \$180 for an inspection and 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.

Inspection Procedure

A 12 to 24 inch straight edge is required for the procedure. Read and understand all steps of the instructions before beginning the procedure.

1. Position the unit on a level surface where the booms can be raised, apply the parking brake and chock the wheels. Engage the unit’s hydraulic system. Properly set the outriggers.

2. Raise the booms and move to position the platform as close to the ground as possible. Disengage the unit’s hydraulic system

3. Place a straight edge tool across the opening of the upper boom cover where the upper boom restraint is located (refer to Figure 2). The straight edge should be positioned at a 90 degree angle to the boom.

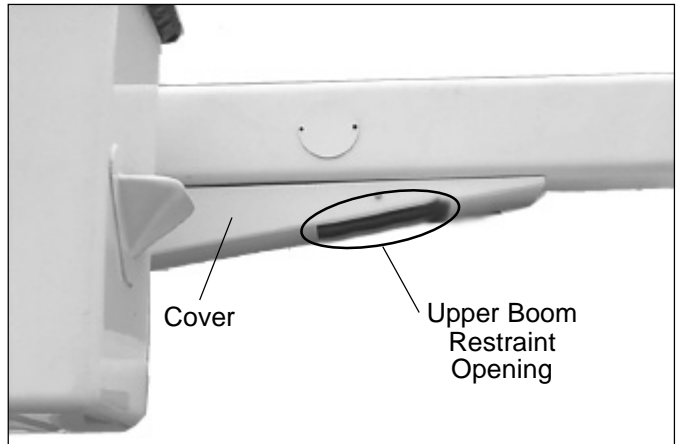


Figure 2 — Cover Opening

4. Move the straight edge back and forth over the opening and measure the distance between the straight edge and the metal upper boom restraint (refer to Figure 3). If there is a distance of approximately 1 inch or more between the boom restraint and the straight edge along the entire cover opening, the cover can stay on the boom. If there is less than approximately one inch distance between the metal upper boom restraint and the straight edge at any point as the straight edge is moved along the opening, the cover must be replaced.

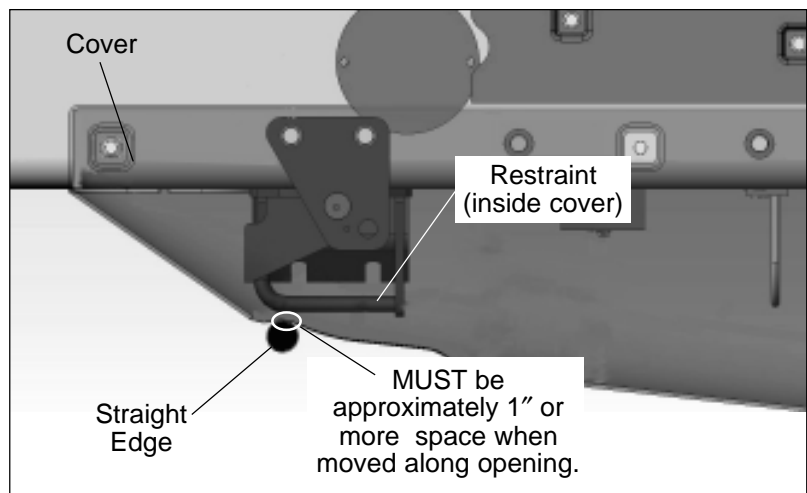


Figure 3 — Correct Cover Opening

5. After the inspection is complete, engage the unit’s hydraulic system and stow the boom assembly. Retract the outriggers and disengage the unit’s hydraulic system. Return the unit to service.

6. Complete the CSN 638 Inspection sheet on Page 3 and return it to Altec.

7. If the cover did not pass the inspection, it must be replaced no later than 90 days from the date of the inspection. Order the cover from the kits listed on Page 1.

CSN 638 Inspection Sheet

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

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

Model	Serial Number	Cover Opening is Correct		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: _____