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## IMPORTANT SAFETY RECALL

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

NHTSA Safety Recall No. 17V-175
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April 10, 2017

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 JEMS 4A and JEMS 4E4 Units. These units may have an incorrectly routed cable that can rub on a ground causing a short and possibly increasing the risk of a fire resulting in death or serious injury.

Refer to CSN 646 for the items covered under the warranty policy. Altec will supply, free of charge, a replacement cable to correct this condition.

In order to determine if your unit is affected by CSN 646, 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 two 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: April 10, 2017

Units Affected: Units with JEMS 4A and JEMS 4E4 Idle Mitigation System  
built between September 1, 2015 and October 1, 2016 (see attached list)

## AC100 JEMS Main Assembly Cable 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 notified by a supplier that a high current cable may have been routed incorrectly. This cable provides charging power to the JEMS unit and will disable the charger function if there is a short on the cable. The cable can rub on a ground stud which could increase the risk of a fire. Altec has had no reports of any damage resulting from the cable routing. **Injury and property damage can result from a fire.**

Some AC100 units were built with the new cable. The serial number is found on the front of the AC100 (refer to Figure 1). If the AC100 serial number is 9448 or later, no action is required.

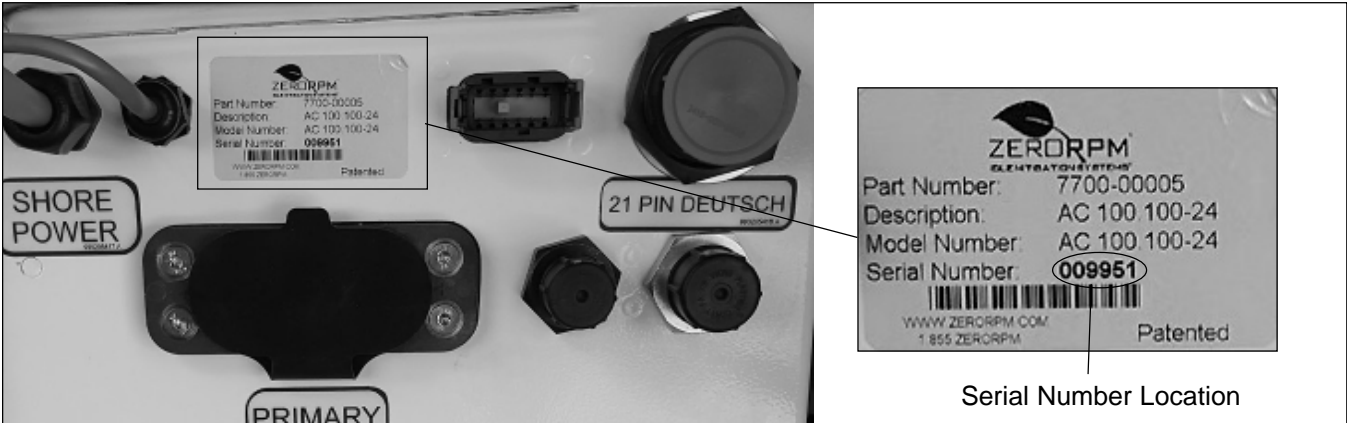


Figure 1 — AC100 Serial Number

Altec requires the affected cable be replaced no later than the next service interval or within 90 days of receiving this CSN. A cable and replacement instructions, Altec part number 990371545, are available by calling 1-877-GO ALTEC (1-877-462-5832). The replacement cable is longer and will be routed differently and secured to prevent damage and short circuits.

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 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.