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## IMPORTANT SAFETY RECALL

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

NHTSA Safety Recall No. 17V-560
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October 9, 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 LS63 Units. These units have a jib mast that can potentially fail during use. The failure of the jib mast can possibly cause the loss of load control resulting in death or serious injury.

Refer to CSN 664 for the items covered under the warranty policy. Altec will supply, free of charge, a replacement jib mast to correct this condition.

In order to determine if your unit is affected by CSN 664, 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 one hour 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: October 9, 2017

Units Affected: LS63 units equipped with platform jib with serial numbers 1110FC0102 (November 2010) through 0217FC0260 (February 2017) (see attached list)

## Jib Mast 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.

Recently, a jib mast on an LS unit failed with 750 lb. load during testing for 1.5 times rated jib load. This test was being performed at the factory before delivery to the customer. Failure of the jib mast can cause uncontrolled movement of the load. **Death or serious injury can result from loss of load control.**

Investigation of the failure has found that the jib mast was not manufactured to Altec specifications by the supplier. No failures have happened in the field.

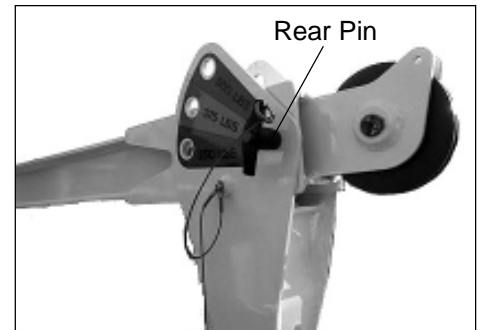
Altec requires the jib masts on the affected units be tested no later than 60 days from the receipt of this CSN. The test procedure begins on Page 2 of this CSN. Upon completion of the test, the results on the Inspection Sheet on Page 3 must be sent to Altec. If the jib fails the test, it must be replaced immediately. Order the jib mast, Altec part number 970237314, by calling 1-877-GO ALTEC (1-877-462-5832).

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 \$90 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.

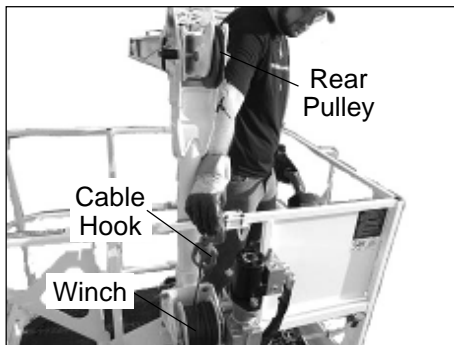
### Jib Mast Test Procedure

Normal mechanics hand tools are required for the installation of this kit. Read and understand all steps of the instructions before beginning the procedure.

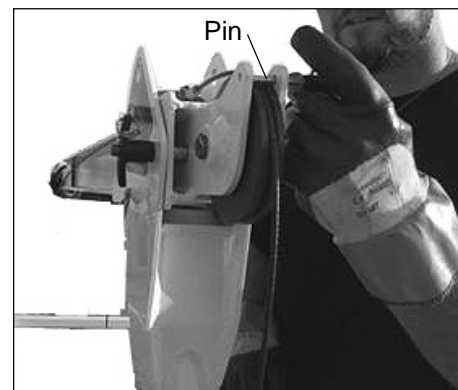
1. Position the unit on a level surface, apply the parking brake and chock the wheels. Engage the unit's hydraulic system. Properly set the outriggers.
2. Rotate the boom to the rear of the chassis. Lower the boom down completely and extend it out until the platform is on the ground.
3. Remove the jib arm and the jib mast from behind the chassis cab and body on the curbside of the unit.
4. Remove the pin from the jib mast holder on the platform. Place the jib mast in the mast holder and align the jib to face the front side of the platform with the placards facing out. Place the pin through the jib mast holder and the jib.
5. Attach the jib arm to the jib mast using the back pin (refer to Figure 1) so the weight capacity can be selected in the next step.
6. Remove both the front and back pins that hold the cable in place from the jib arm near the pulleys.
7. Guide the cable slowly on the rear pulley and pin the cable in place on the rear pulley (refer to Figure 2). Continue to extend the cable until the hook is at the end of the jib arm.



**Figure 1 — Back Pin Location**

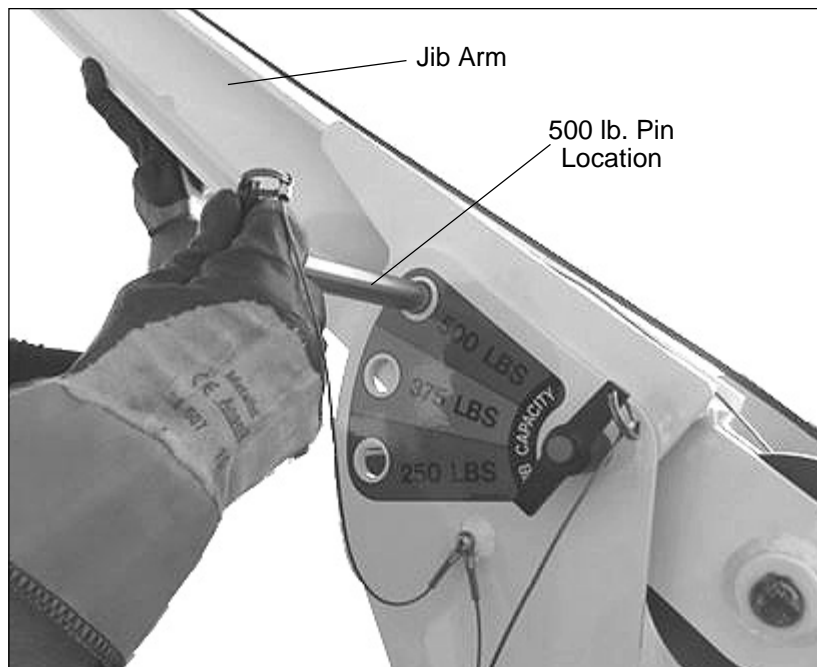


**Figure 2 — Rear Pulley**



**Figure 3 — Jib Pulley Pin**

8. Reinstall the pin at the front of the jib arm (refer to Figure 3) and make sure the cable is seated in both pulleys.
9. Move the jib arm to the 500 lb. capacity pin hole location (refer to Figure 4). Install the pin and secure it.



**Figure 4 — Pin Location**

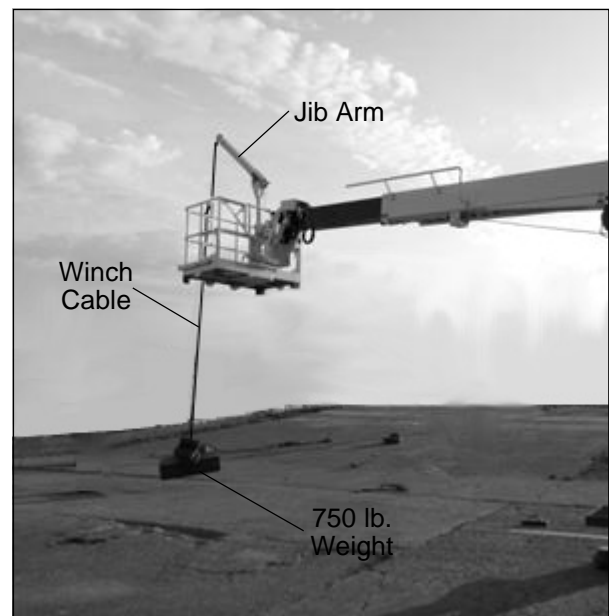
10. Attach a test weight of 750 lb. to the jib hook with a chain that will handle the load. **NOTE: THIS LOAD TEST WILL EXCEED RATED CAPACITY.**

11. Use the lower controls to slowly raise the boom while paying out the cable from the jib to leave the weight on the ground (refer to Figure 5). Raise the boom until the boom and platform are at 0 degrees.

12. Use the winch control to carefully raise the weight a few feet off the ground and hold for 30 seconds. If the jib mast bends the mast fails the test and must be replaced. If the jib mast does not bend, the mast passes the test.

13. Lower the weight to the ground. Disconnect the weight from the jib.

14. Lower the platform to ground level. Carefully remove the cable from the jib pulleys by removing the pins from the jib pulleys. After removing the cable, reinstall the pulleys and pins in the jib.



**Figure 5 — Test Set-up**

15. Remove the jib arm from the jib mast. Remove the jib mast holder from the platform. Store all components.

16. Stow the boom. Retract the outriggers. Disengage the unit's hydraulic system. Return the unit to service.

# CSN 664 Jib Inspection Sheet

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

or scan and email to [product.safety@altec.com](mailto:product.safety@altec.com)

Model	Serial Number	Jib Passed Test		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: \_\_\_\_\_