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## IMPORTANT SAFETY RECALL

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

NHTSA Safety Recall No. 17V-709
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November 27, 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 AP45 Units. These units have the possibility of cracks occurring in the boom tip. If the boom tip cracks, the boom tip can fail resulting in death or serious injury.

Refer to CSN 655 for the items covered under the warranty policy. Altec will supply replacement boom tips to correct this condition.

In order to determine if your unit is affected by CSN 655, 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 8 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 27, 2017

Units Affected: AP45 units built prior to serial number 1100BU1314 (November 2000)

## Boom Tip 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 received field reports of cracks occurring in the boom tips of the AP45. The cracks are located at the boom tip where the cross tube attaches. **Death or serious injury can occur from failure of the boom tip.**

Altec requires that each unit be inspected for cracks at the boom tip within 30 days of receiving this notification. Some units may have had the boom tip replaced. The inspection will determine:

- if the boom tip is the older style
- if the boom tip is cracked
- if the boom tip is the new design

The required action depends on the outcome of the inspection.

1. Position the unit on a level surface, apply the parking brake and chock the wheels. Engage the unit's hydraulic system.
2. Rotate the boom off the rear of the vehicle and lower the booms so that the boom tip is at or slightly below eye level. Disengage the unit's hydraulic system.
3. Look at the boom tip to see if it looks like the boom tip shown on Figure 1 or Figure 2.

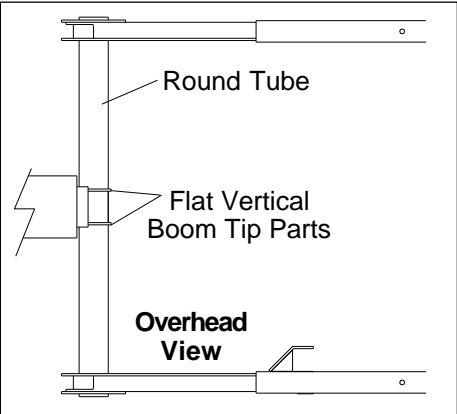


Figure 1 — Older Boom Tip Design

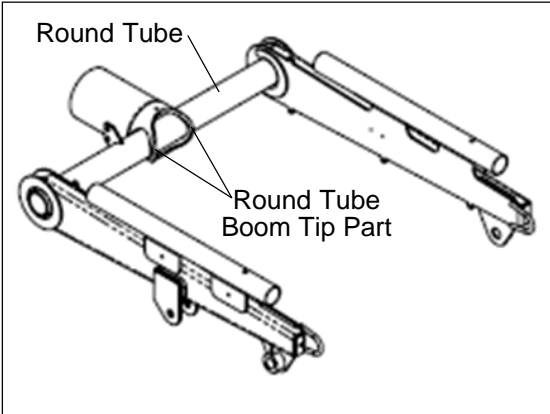
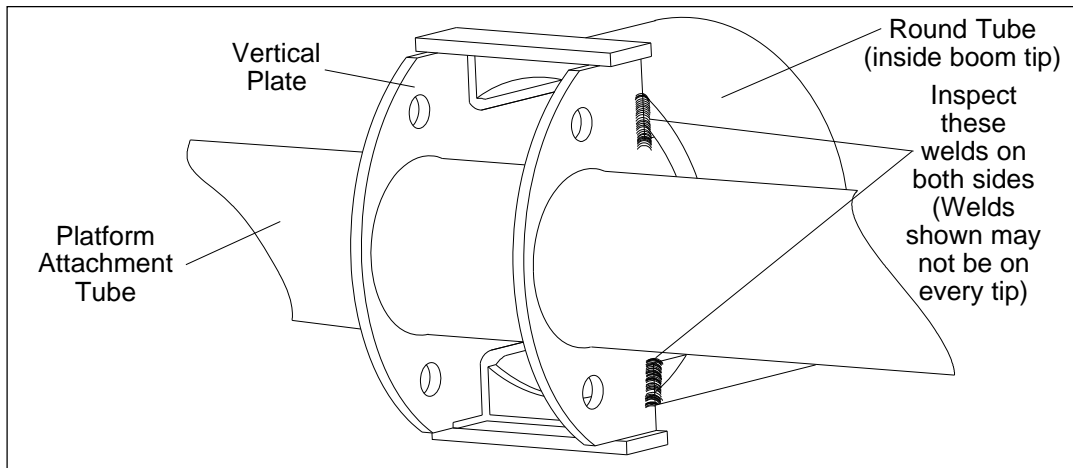


Figure 2 — Newer Boom Tip Design

4.If the boom tip design looks like Figure 1, continue to Step 5. If the boom tip looks like Figure 2, the inspection is completed and continue to Step 7.

5.Inspect where the cross tube and the arms are welded (refer to Figure 3).

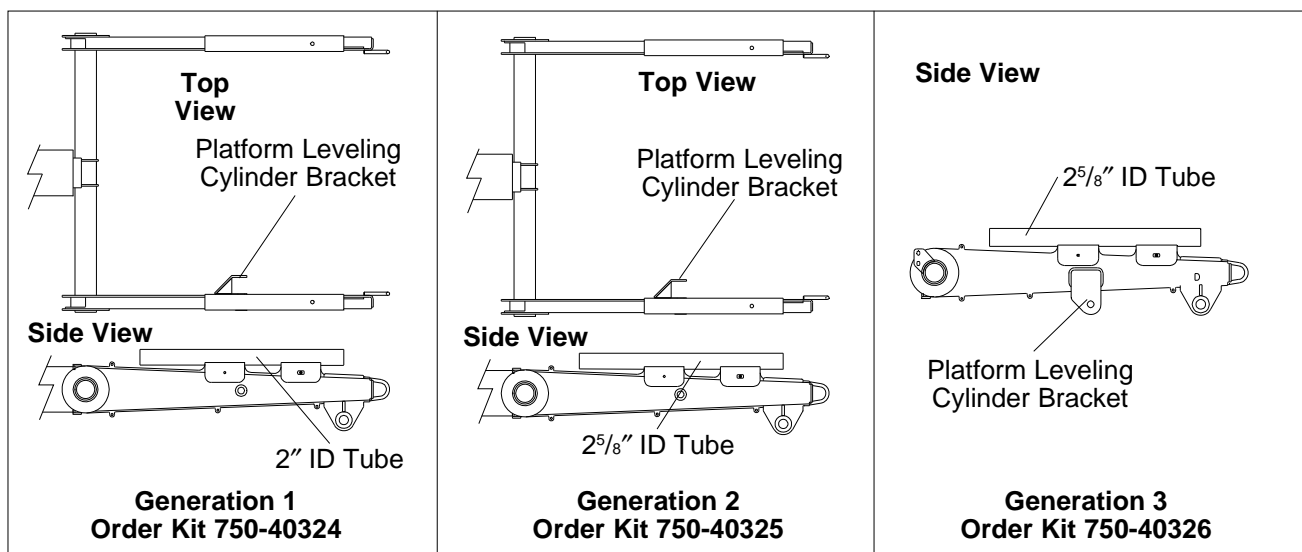


**Figure 3 — Inspecting the Welds**

Very carefully look at the welds for any evidence of cracks including rust or cracked paint.

- If any cracks are found, the unit must be taken out of service until the tip is replaced.
- **If no cracks are found at this time, the boom tip still must be replaced at the next regularly scheduled maintenance interval.**

6. Three generations of boom tips have been used on the unit. You must identify the tip on your unit to order the correct kit (refer to Figure 4). There are differences in the size of the fairlead tube and the placement of the leveling cylinder bracket on each generation. The kit includes the boom tip, fasteners and the instructions to replace the tip. The kit and replacement labor will be handled through the Altec Warranty system. Contact your Altec representative (1-877-GO-ALTEC) to order the kit or with any questions.



**Figure 4 — Identifying the Boom Tip**

If there is no evidence of cracks in the welds at this time, **the boom tip replacement can be delayed until the next scheduled periodic maintenance.**

7. Engage the unit's hydraulic system. Stow the booms.
8. Complete the inspection form at the end of this CSN and return it to Altec. If a kit is ordered to replace the tip, another return card will need to be completed and returned to Altec to document the completion of the repair.

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 \$765 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.

# CSN 655 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	Tip Style		Tip Condition		Date Inspected
		Old (Fig 1)	New (Fig 2)	Cracked	Not Cracked	

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: \_\_\_\_\_