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## IMPORTANT SAFETY RECALL

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

NHTSA Safety Recall No. 18V-110
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April 5, 2018

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 LRV and LR7 Units. These units have a yoke in the platform leveling system that can fail. If the yoke fails, the platform occupant can fall resulting in death or serious injury.

Refer to CSN 672 for the items covered under the warranty policy. Altec will supply, free of charge, a replacement yoke to correct this condition.

In order to determine if your unit is affected by CSN 672, 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 without charge and within a reasonable time, you may submit a complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, DC 20590 or call toll-free 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 5, 2018

Units Affected: All LRV units and LR7 units built before January 2018 (units with serial numbers beginning with 0118). This does NOT include units with platform rotator.

## Leveling Yoke Inspection

Altec is committed to providing our customers with safe and reliable products from initial delivery throughout the useful life of the machine.

The LRV and LR7 Series aerial devices feature a mechanical, rod-and-chain leveling system to hold the platform level as the boom moves during operation. A chain sprocket at the end of the lower boom is connected to a threaded yoke (see Figure 1). The yoke is adjustable to allow for proper sprocket alignment due to the slight variations in the leveling system assembly. The threaded portion of the yoke is long enough that improper adjustment to under the minimum allowable range is possible.

There have been a few field reports of improperly adjusted leveling yokes failing. Failure of the leveling yoke and the leveling system can increase the risk of the occupant falling from the platform. **Death or serious injury can result if occupant is not wearing required fall protection equipment.**

Altec requires that customers to perform the following actions.

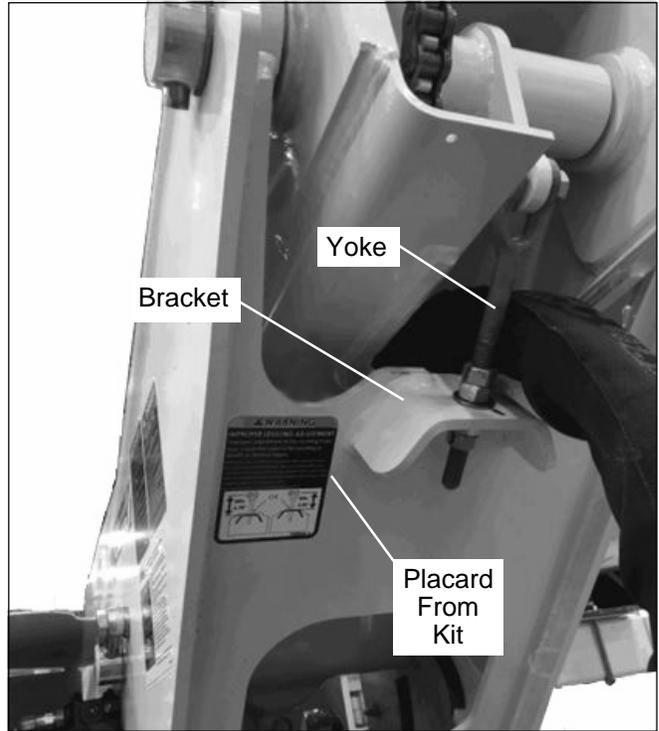
- Use the procedure beginning on Page 2 to measure the leveling system yoke length at the next preventive maintenance inspection, but no later than 90 days after the receipt of this CSN.
- Select and order the correct yoke kit for the unit from the inspections results table on Page 3 **ONLY** if the length of the yoke adjustment is NOT within specifications. Schedule the yoke repair within 30 days after receiving the kit.
- Install the warning placard provided with this mailing on the unit. Stick a label provided with this mailing in the operator's and in the maintenance manual. Order additional placards or labels using the part numbers from the inspections results table on Page 3.

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 perform the repair for free. If the customer, or the customer's warranty provider performs the repair, a warranty claim must be submitted to be reimbursed for the cost of the parts and/or labor. Altec will allow up to \$180 for the labor to perform this repair. There is no warranty reimbursement for the inspection. 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.

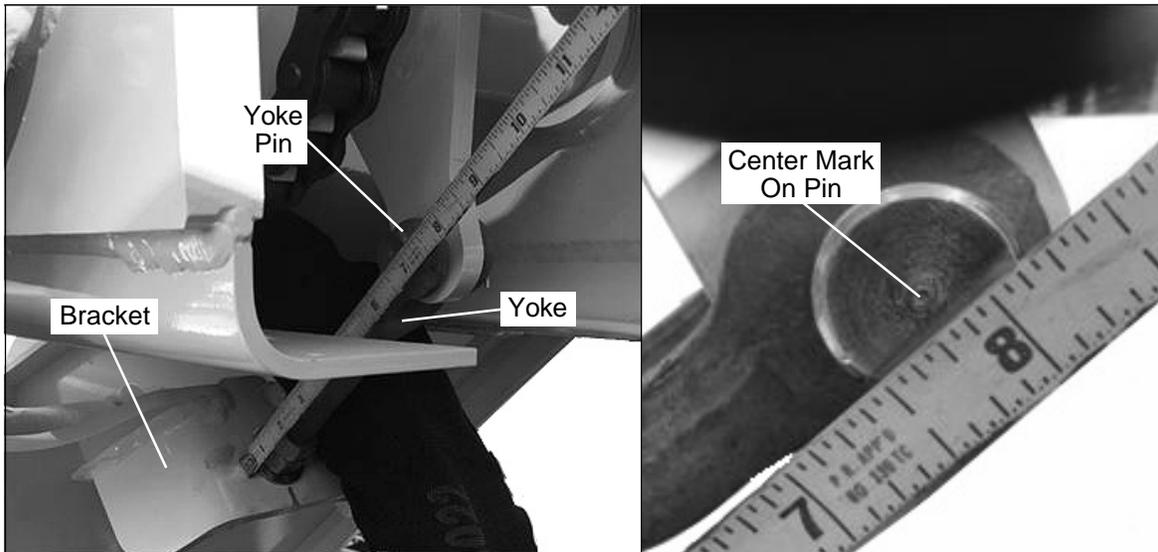
### Inspection Procedure

Normal mechanics hand tools are required for this inspection. 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. **DO NOT** engage the unit's hydraulic system. The inspection can be done with the unit in the stowed position.
2. Identify the yoke and attachment bracket at the base of the lower boom and back of the turntable.
3. Use a tape measure or ruler to measure the distance from the bracket to the center of the yoke pin. Make sure the measuring tape or ruler is measuring from the bracket and not on the washer. Most pins will have a visible center mark to use in the measurement. Units are built with one of two types of brackets: one with a tab that is on the top of the turntable back plate; one with the tab below the surface of the turntable back plate. Identify which bracket orientation is on the unit to find the correct measurement.



**Figure 1 — Yoke And Bracket Location**



**Figure 2 — Measuring Yoke Dimension**

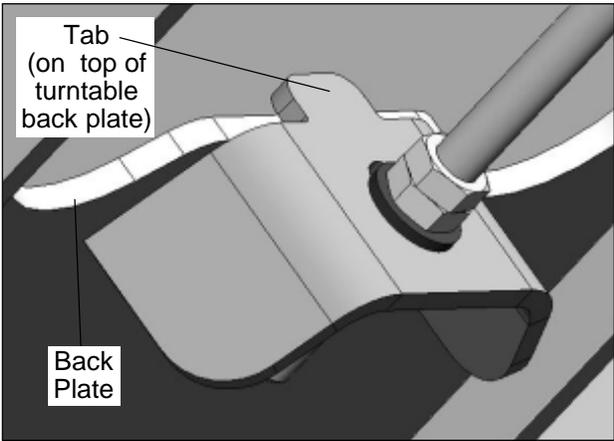


Figure 3 — Bracket 1

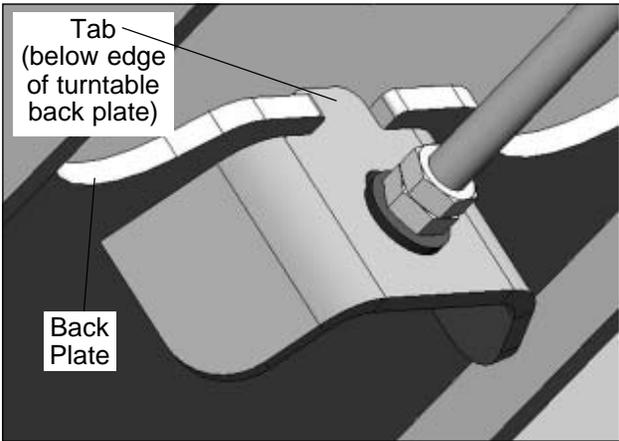


Figure 4 — Bracket 2

4. Refer to the chart below to determine the action required after measuring the yoke length.

BRACKET	YOKE MEASUREMENT	ACTION
1	At least 6 <sup>1</sup> / <sub>16</sub> " or more	Yoke is correct - order placard only kit
1	Less than 6 <sup>1</sup> / <sub>16</sub> "	Replace yoke - order yoke and placard kit
<b>1</b>	<b>Less than 5<sup>1</sup>/<sub>2</sub>"</b>	<b><u>Remove unit from service and contact Altec Service to schedule immediate yoke replacement and unit inspection for possible platform or boom tip damage.</u></b>
2	At least 6 <sup>3</sup> / <sub>4</sub> " or more	Yoke is correct - order placard only kit
2	Less than 6 <sup>3</sup> / <sub>4</sub> "	Replace yoke - order yoke and placard kit
<b>2</b>	<b>Less than 6<sup>1</sup>/<sub>4</sub>"</b>	<b><u>Remove unit from service and contact Altec Service to schedule immediate yoke replacement and unit inspection for possible platform or boom tip damage.</u></b>

5. Order the correct kit by calling 1-877-GO ALTEC (1-877-462-5832) . Install the correct kit from the results of the inspection no later than 30 days after the inspection. If the yoke measurement is correct, the kit will be a warning placard to be installed on the back of the turntable and labels to be placed in the Operator's and Maintenance Manuals. If the measurement is incorrect, the kit used will include a new yoke, a warning placard to be installed on the back of the turntable and labels to be placed in the Operator's and Maintenance Manuals

ACTION FOUND	PART NUMBER	KIT DESCRIPTION
Bracket 1 or 2 Yoke Measurement Correct	990568733	English Placard Kit
	990571265	English and Spanish Placard Kit
Bracket 1 or 2 Yoke Measurement NOT Correct	990571266	New Yoke with English Placard Kit
	990568735	New Yoke with English and Spanish Placard Kit

6. After the inspection is completed and the results determined, remove or return the unit to service according to the action required in the table above.
7. Complete the inspection form at the end of this CSN and return it to Altec.

# CSN 672 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	Yoke 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: \_\_\_\_\_