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IMPORTANT SAFETY RECALL

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

NHTSA Safety Recall No. 18V-345

July 12, 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 AT48S Units. These units may have a travel height placard stating an incorrect travel height. If the incorrect height is stated, the unit can strike an overhead obstruction during travel resulting in death or serious injury.

Refer to CSN 682 for the items covered under the warranty policy. Altec will supply, free of charge, a replacement placard to correct this condition.

In order to determine if your unit is affected by CSN 682, 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 30 minutes 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: July 12, 2018

Units Affected: AT48S units from serial number 0617GY0111 (June 2017)
through 1017GY0154 (October 2017)

Replacement Travel Height Placard

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

Altec discovered that the travel height placard installed in the cab of these affected units could have the incorrect measurement shown on the placard. The travel height stated on the placard can affect the ability of the unit to be able to travel under overhead obstructions. **Death or serious injury can result if the incorrect travel height is stated and the unit strikes an overhead obstruction.**

Altec is providing a replacement travel height placard, part number 970084243, with this CSN to be placed in the cab. Two placards are included in case one is damaged during installation. Altec requires the customer to measure the travel height using the procedure beginning on Page 2. That measurement must be written on the new placard so that the stated measurement will be correct. This action must be completed no later than 30 days after this CSN is received. Until this action is taken, use caution when traveling under overhead obstructions.

Contact Altec Technical Support, 1-877-GO ALTEC (1-877-462-5832) Prompt 4, with any questions or to request additional placards for replacement.

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 \$45 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.

Travel Placard Measurement and Placard Replacement

A four foot long (or longer) level, a tape measure, and a step ladder are required for this procedure. 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. Fully stow the boom so the elbow is above the chassis cab.

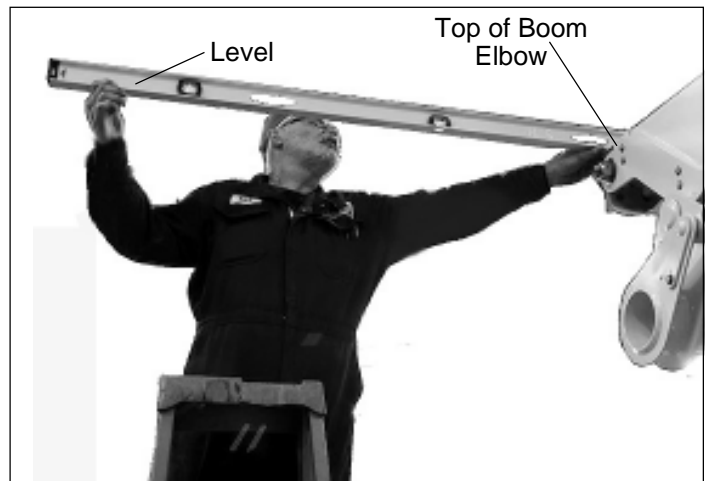


Figure 1— Positioning The Ladder and Level

2. Position the step ladder next to the side of the chassis. Place one end of the level on the top of the boom elbow (refer to Figure 1).

3. Hold the level on the top of the elbow and lift it so the bubble is centered in the window. Use a tape measure to measure from the bottom of the level in this position to the ground and record the measurement (refer to Figure 2).

4. Add 3 inches to the measurement taken in Step 3. This measurement is the travel height.

5. Locate the Travel Height Placard on the dash in the chassis cab (refer to Figure 3).

6. Compare the travel height measurement from Step 4 to the travel height measurement shown in the chassis cab.

- If the measurement on the Travel Height Placard in the cab is the same as the measurement found in Step 4, no further action is required.
- If the measurement on the Travel Height Placard in the cab is different from the measurement found in Step 4, replace the placard on the dash with one included with this CSN. Use a permanent marker to clearly write the travel height from Step 4 on the new placard.

7. Remove the ladder and return the unit to service.

8. Complete the inspection form, including recording the travel height, at the end of this CSN and return it to Altec.



Figure 2 — Measuring The Height

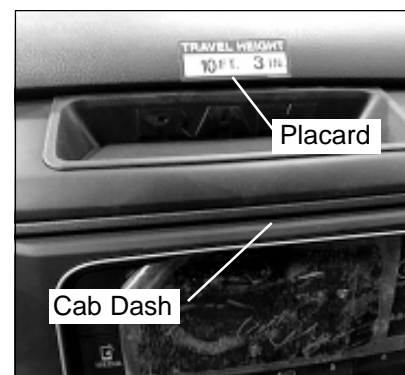


Figure 3 — Travel Height Placard

CSN 682 Inspection Sheet

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

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

Model	Serial Number	Travel Height is Correct		Date Inspected and/or Corrected	Travel Height (from Step 4)
		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: _____