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## IMPORTANT SAFETY RECALL

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

NHTSA Safety Recall No. 18V-346
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July 11, 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 units built at the HiLine Division at Duluth Minnesota. These units can have starter cables routed incorrectly. If the cables are incorrectly routed, the cables can be damaged causing the possibility of a chassis fire resulting in death or serious injury.

Refer to CSN 683 for the items covered under the warranty policy. Altec will supply, free of charge, replacement parts to correct this condition.

In order to determine if your unit is affected by CSN 683, 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: July 11, 2018

Units Affected: See Attached List

## Starter Cable Inspection and Attachment

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

Altec has found that on the affected units starter cables had been rerouted so they would not interfere with the hydraulic pump during installation. The starter cables could be improperly secured to chassis components leading to chaffing of the cables and a possible electrical short. An electrical short can increase the possibility of a chassis fire. **Death or serious injury can result from a chassis fire.**

Altec requires the following actions on the affected units.

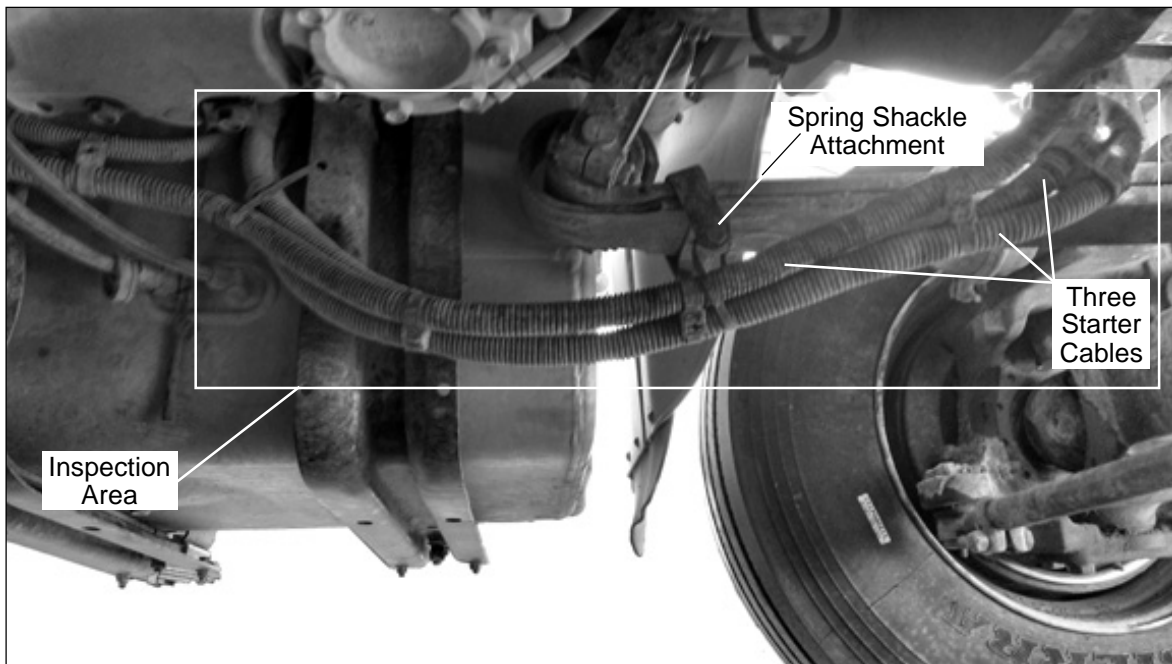
- Order the Cable Clamp Kit, part number 970747896, by calling 1-877-GO ALTEC (1-877-462-5832). (The Cable Clamp Kit should be ordered and received before the inspection is performed, if possible.)
- Inspect the starter cables at the next service interval but no later than 30 days after receipt of the CSN for chaffing or other damage using the procedure beginning on Page 2.
- Reroute and secure the cables using the Cable Clamp Kit no later than 90 days from the receipt of this CSN.

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 inspection and labor to perform this repair. 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

A mechanic's creeper and a light is required for the 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.
2. Identify the three starter cables routed from the front of the chassis towards the rear (refer to Figure 1). There should be two red cables and one black cable all covered with black vinyl loom.



**Figure 1 — Starter Cable Routing**

3. Inspect for any evidence of chaffing or other damage to the cables especially any location where the cable is tied to the chassis. If any bare wires are showing, remove the unit from service until the starter cable can be replaced. If there is damage to the cable but no bare wire showing, reposition the cable so it no longer rubs. Wrap protective chafe pad around the area of damage on the cable and secure it until the cable can be replaced. If the cable must be replaced, contact Altec Technical Support by calling 1-877-GO ALTEC (1-877-462-5832) with the chassis VIN or the unit serial number.
4. After inspection and securing the cable (if needed), return the unit to service.
5. Reroute the cable and install the Cable Clamp Kit within 90 days of receiving this CSN.

# CSN 683 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	Cable is Damaged		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: \_\_\_\_\_