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IMPORTANT SAFETY RECALL

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

NHTSA Safety Recall No. 18V-552

October 16, 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 AT36/37/40/41/48S, TA50/55/60S, ALB42/50S Units. These units have platforms that can have mounting holes that can wear excessively. The excessive wear can possibly cause the platform mounting to fail resulting in death or serious injury.

Refer to CSN 689 for the items covered under the warranty policy. Altec will supply, free of charge, a reinforcement kit to correct this condition.

In order to determine if your unit is affected by CSN 689, 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 4.5 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.



Altec Industries, Inc.
Creedmoor Operations
Creedmoor, NC

CSN 689

Customer Service Notice

Date: October 16, 2018

Units Affected: AT36/37/40/41/48S, TA50/55/60S, and ALB42/50/S units equipped with aluminum platforms (see attached list)

Platform Inspection

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

Reports have been received of the platform mounting holes wearing. Investigation of the problem found that the fasteners holding the platform to the platform mount can wear the mounting holes over time. The wear can eventually cause the platform mounting holes to fail. **Failure of the platform mounting holes can cause death or serious injury.**

Altec requires that affected units be inspected for damage to the platform mounting holes using the procedure on Page 2. The inspection and repair must be done no later than 60 days after receiving this CSN. Results of the inspection will determine one of the following actions.

- If any of the platform mounting holes are severely cracked or torn out, immediately remove the unit from service. Call 1-877-GO ALTEC (1-877-462-5832) and select Prompt 4 for Technical Support for assistance to obtain a replacement platform.
- If the holes are not worn or they only exhibit hole elongation without crack formation, order and install the Platform Reinforcement Kit, part number 990602387, by calling 1-877-GO ALTEC (1-877-462-5832), prompt 1 for Parts.

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 at an Altec facility. 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 \$495 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

Normal mechanics hand tools are 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. Engage the unit's hydraulic system. Properly set the outriggers (if so equipped).
2. Operate the controls to position the platform near the ground for easy inspection.
3. Remove one of the bolts attaching the platform ribs to the mounting bracket (refer to Figure 1) and inspect the area around the hole in the mounting rib for cracks, distortion, or holes that are torn out of the rib (Figure 2).

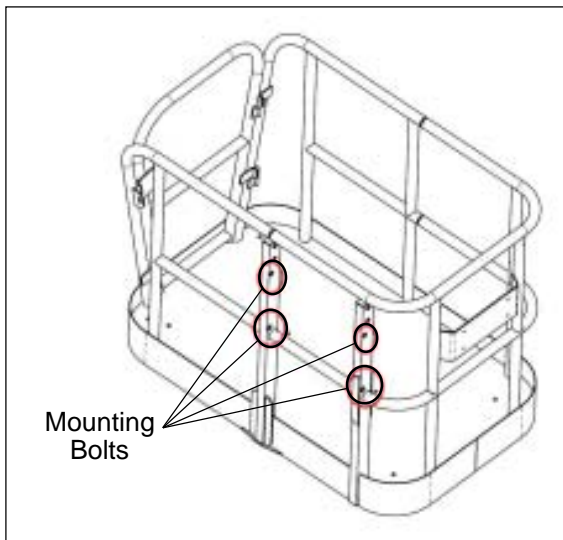


Figure 1 — Mounting Bolt Locations

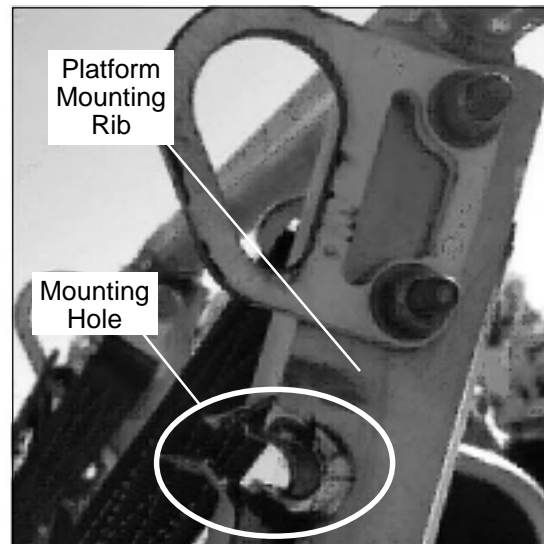


Figure 2 — Torn Hole

4. Reinstall the bolt, washer, and nut and tighten to 20 ft-lb.
5. Inspect the remaining three mounting bolts by removing one at a time and looking for damage. Reinstall each bolt, washer, and nut and torque to 20 ft-lb after inspecting each hole.
6. If any of the holes have severe cracks or are torn out, remove the unit from service immediately. Contact Altec Technical Support for assistance. Install the Platform Reinforcement Kit on all platforms, including platforms with elongated mounting holes that do not have severe cracks, no later than 60 days after the receipt of the CSN.
7. After the inspection and determination of the hole condition, engage the unit's hydraulic system. Stow the unit and retract the outriggers (if so equipped).
8. Return the unit to service.