



210 Inverness Center Drive
Birmingham, AL 35242

Telephone: 205-991-7733
Facsimile: 205-991-9993
www.altec.com

IMPORTANT SAFETY RECALL

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

NHTSA Safety Recall No. 18V-693

November 7, 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 AT37, AT41, AT48 M/P/S Units. These units have hose covering that can be across the insulating gap in the articulating arm. The hose covering position can possibly cause dielectric failure resulting in death or serious injury.

Refer to CSN 693 for the items covered under the warranty policy.

In order to determine if your unit is affected by CSN 693, 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 one hour 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: November 7, 2018

Units Affected: AT37, AT41, AT48 M/P/S units with GX or GY in the serial number
(Example 0717GX0253 or 0717GY128. If GH or GV is in serial number,
it is NOT affected by this CSN. See attached list)

Hose Sock and Drain Hole Modification

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

Two issues were found by Altec on the specific units that can affect the dielectric integrity of the unit or possible damage to components.

- Altec uses a protective hose sock to cover and protect hoses inside the boom. The hose sock installed in the articulating arm on the affected units may be across the insulating gap and could cause dielectric test failure in some situations. **Death or serious injury may result from dielectric test failure.**
- Altec found that some drain holes in the articulating arm had been filled with sealant. The drain holes must be open to the air.

Altec requires each unit be inspected for the position of the hose sock and sealed drain holes no later than 30 days after the receipt of this CSN. Use the inspection and repair procedure beginning on Page 2.

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 \$90 for the 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 repair at the owner's location.

Inspection and Repair Procedure

Normal mechanics hand tools are required for the inspection and repair. 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. Disengage the unit's hydraulic system.
2. Remove the clear boom cover on the side of the lower steel section of the articulating arm (refer to Figures 1 and 2).

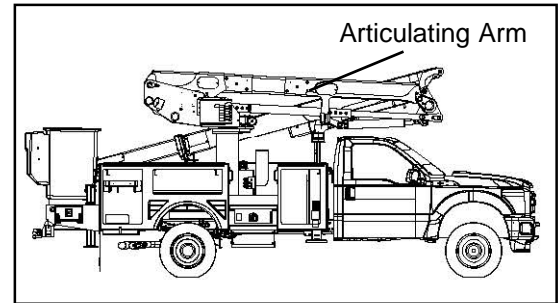


Figure 1 — Articulating Arm



Figure 2 — Cover Removal

3. Look inside the opening of the articulating arm for the hose bundle and the hose sock covering. Look toward the band of arrows on the side of the boom. The hose sock should not extend past the band of arrows location into the steel boom section..
4. If fabric hose sock extends past the arrow band, it must be removed. Continue to Step 5. If the hose sock does not go past the arrows line, continue to Step 7.
5. Use a zip tie to secure the fabric hose sock in place about 1" to 2" from the black hose clamp bolted inside the boom (refer to Figure 3). Carefully cut and remove the hose sock about 1" to 2" past the zip tie (refer to Figure 3).

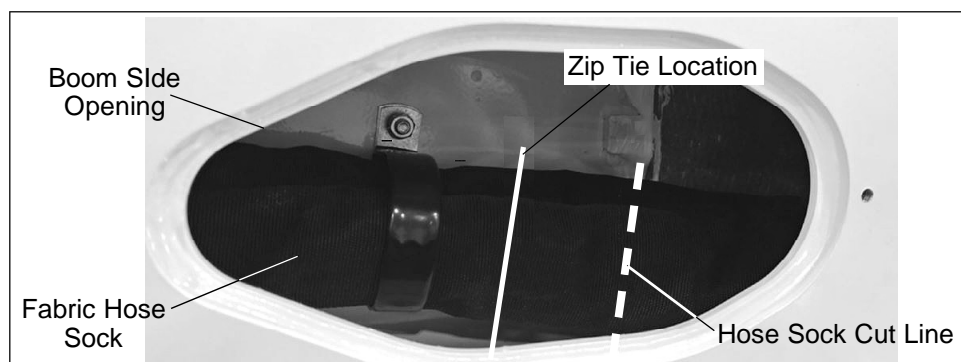


Figure 3 — Securing the Hose Sock

6. At the riser end of the articulating arm, carefully pull out the excess hose sock (refer to Figure 4). Carefully cut away the excess hose sock leaving 4" to 6" that can be reinserted back into the opening of the articulating arm after the excess is cut off.

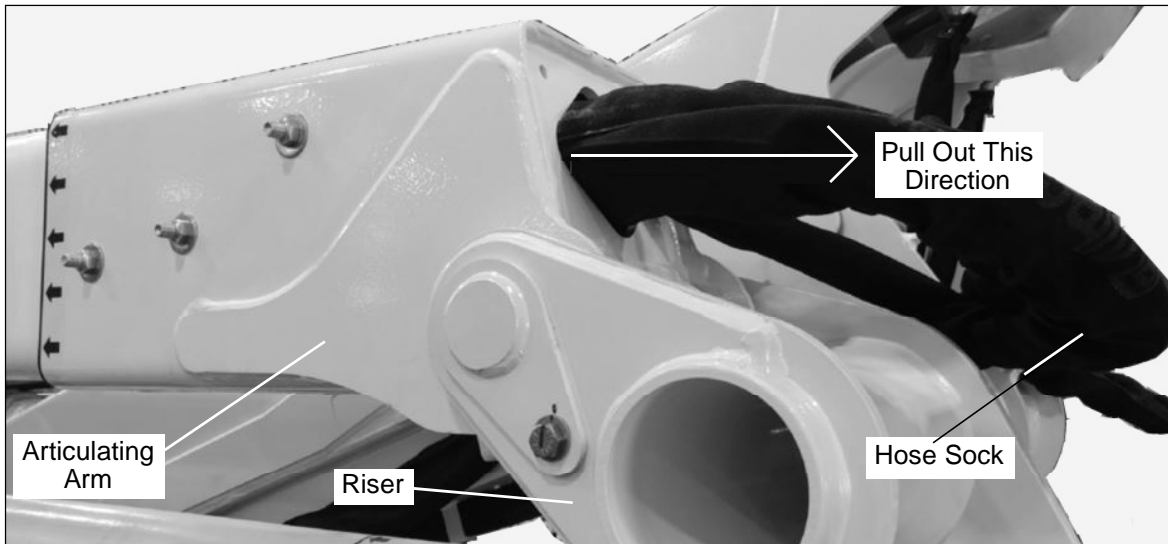


Figure 4 — Hose Sock at Articulating Arm Riser End

7. Inspect the articulating arm drain holes on the bottom of the arm (refer to Figure 5) to be sure the holes are not plugged. Remove any sealant or contaminants that seal the holes using a $\frac{5}{16}$ " drill bit.

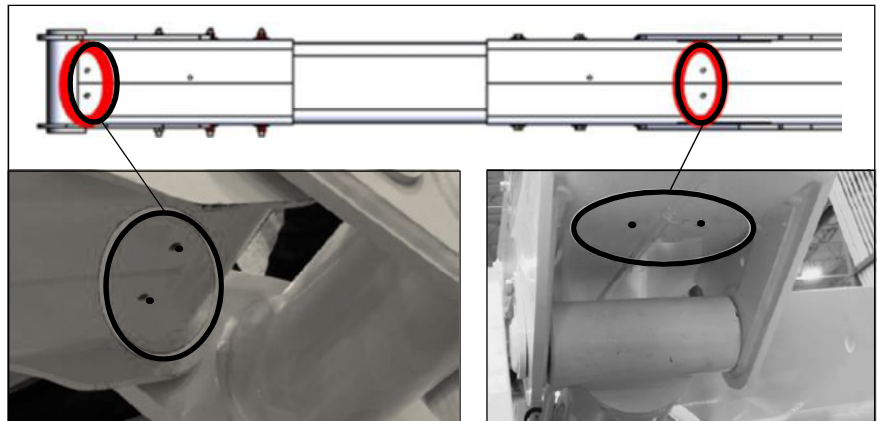


Figure 5 — Drain Hole Location

8. Engage the unit's hydraulic system. Operate the unit from lower controls watching the hose bundle and the fabric sock to be sure it is secured and does not rub or cause abrasion on the hose bundle surface. Make any corrections necessary.

9. Stow the unit. Install the cover on the side of the articulating arm. Retract the outriggers and disengage the unit's hydraulic system. Return the unit to service.

10. Complete the inspection form at the end of this CSN and return it to Altec.

CSN 693 Inspection Sheet

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

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

Model	Altec Unit Serial Number	Hose Sock 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: _____