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IMPORTANT SAFETY RECALL

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

NHTSA Safety Recall No. 18V-706

November 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 digger derricks equipped with platforms and aerial device units built between August 2017 and May 2018. These units have platform steps that become loose or break off. Failure of the step while entering or exiting the platform can cause the operator to fall and can cause death or serious injury.

Refer to CSN 695 for the items covered under the warranty policy. Altec will supply, free of charge, a repair kit to correct this condition.

In order to determine if your unit is affected by CSN 695, 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: November 16, 2018

Units Affected: Certain Digger Derricks equipped with platforms and Aerial Device units built between August 2017 and May 2018 (See attached List)

Platform Step Modification

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

Some customers have reported platform steps becoming loose or breaking off from the platform. The steps are glued onto the platform by the platform supplier. Investigation of the problem found the step attachment to some platforms was not sufficient. The step can detach and fail during use if not attached sufficiently. Failure of the step while entering or exiting the platform can cause the operator to fall. **Death or serious injury can result from falling from the platform.**

Altec requires that the platforms on all affected units be inspected immediately after receiving this CSN using the procedure beginning on Page 2.

- Any aerial device platform that does not pass the visual inspection must be taken out of service immediately and the platform replaced before returning to service.
- Any digger derrick platform that does not pass the visual inspection must be removed from the unit and replaced. The derrick can continue to be used without the platform.
- All platforms that pass the visual inspection must have a Platform Reinforcement Kit, part number 990739418, installed on each step no later than 30 days after receipt of this CSN. Call 1-877-GO ALTEC (1-877-462-5832) to order the kit.

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 \$68 for the inspection of the platform and labor to install the reinforcement kit. 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

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.
2. If needed, operate the unit to position the platform near ground level to access the platform.
3. Visually inspect all sides of the platform step where it attaches to the platform side.
Look for
 - cracks around the area where the step is attached to the platform
 - any gaps between the step and the platform
 - any evidence of the step separating from the platform side
4. If the step has no cracks, gaps or evidence of separation, order and install a Step Reinforcement Kit for each step no later than 30 days after receipt of this CSN.
5. If there are ANY cracks, gaps, or if there is ANY separation of the step from the platform, take the unit out of service immediately. Aerial device units must have the platform replaced before the unit can be returned to service. Digger derricks can be used without the platform until it is replaced. Call 1-877-GO ALTEC (1-877-462-5832) and select Prompt 1 to order the platform or to get help to order the proper platform part number.
6. Stow the unit and retract the outriggers. Disengage the unit's hydraulic system.