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IMPORTANT SAFETY RECALL

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

NHTSA Safety Recall No. 18V-708

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 AC40 Units. These units have load monitoring software that may give incorrect information to the user. The incorrect readings can possibly cause instability of the unit when lifting a load resulting in death or serious injury.

Refer to CSN 696 for the items covered under the warranty policy. Altec will supply, free of charge, a software update to correct this condition.

In order to determine if your unit is affected by CSN 696, 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 16, 2018

Units Affected: AC40 units built from serial number 0214GA0103 (February 2014) through 0818GA0246 (August 2018) (see attached list)

LMAP Software Update

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

Altec had previously discovered an error in the software programming of the LMAP that shows more unit capacity in some situations than the unit is capable of handling safely. Altec notified customers on CSN 673 of an update to the LMAP software and that update was implemented on the cranes. Recently an Altec mobile service technician discovered an error in the updated software. Investigation found that the supplier software update was incorrect in one load capacity which caused an incorrect display of the LMAP load value of that capacity. Using the information shown on the LMAP can result in instability of the unit. **Death or serious injury can result if the unit becomes unstable.**

Altec will supply an LMAP software update for the affected units. Order LMAP Capacity Update Kit, part number 990101129, by calling 1-877-GO ALTEC (1-877-462-5832). The kit includes two flash drives, cable and instructions for the update. The update can be installed at the next scheduled maintenance interval but no later than 90 days after the receipt of this CSN. Until the software is updated, operators should rely on the data on the unit load chart that is provided with the crane.

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.