



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-745

November 27, 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 DH45, DH48, and DH50 Digger Derrick Units. These units have Zone Rating System software that can indicate incorrect load capacity during operation. Incorrect load capacity information can possibly cause a loss of load control resulting in death or serious injury.

Refer to CSN 700 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 700, 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 27, 2018

Units Affected: DH45, DH48, and DH50 Digger Derricks (see attached list)

Zone Rating System Software Update

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

The Zone Rating System (ZRS) is software that assists an operator to correctly lift a load depending on the lift capacity of the unit and the zone where the boom is located. The operator should rely on the unit's load chart to lift a load and only use the ZRS as an aid in operation.

Altec discovered that the Zone Rating System software on some derricks was incorrectly programmed. Incorrectly programmed software may not alert the operator that the load being handled exceeds the rated load for the specific unit position. **Lifting loads that exceed unit lift limits or stability can cause loss of load control resulting in death or serious injury.**

Units that have the incorrectly programmed ZRS software can continue to be used with the operator following the printed load charts. Altec will update the ZRS software on each affected unit. Customers must call 1-877-GO ALTEC (1-877-462-5832) to schedule an Altec service technician to inspect and reprogram the ZRS module. Customers should call no later than 30 days after the receipt of this CSN.

This repair is covered under the Altec Warranty Policy. Altec will performed the inspection and update for free at an Altec facility. 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.