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## IMPORTANT SAFETY RECALL

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

NHTSA Safety Recall No. 18V-791
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January 8, 2019

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 AC18, AC23, AC26, AC30, AC38, D2000B, D3000A, D4000A, D4000B, DL42B, DT65, DT80 units built between 2009 and 2018 (see attached list) Units. These units may have inadequate electrical wiring. Inadequate wiring can possibly cause a thermal event resulting in death or serious injury.

Refer to CSN 703 for the items covered under the warranty policy. Altec will supply, free of charge, a wiring kit to correct this condition.

In order to determine if your unit is affected by CSN 703, 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 1.25 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.

# Customer Service Notice

Date: January 8, 2019

Units Affected: AC18, AC23, AC26, AC30, AC38, D2000B, D3000A, D4000A, D4000B, DL42B, DT65, DT80 units built between 2009 and 2018 (see attached list)

## Inspection of Supply Wiring To The Power Distribution Module

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

Altec has found that a wire supplying electricity to the power distribution module (PDM) did not meet the requirements for the potential electrical load. Further investigation also found that a circuit breaker connected to that supply wire did not provide adequate protection. **Inadequate wiring or circuit breakers can cause a thermal event which can increase the risk of personal injury or property damage.**

Altec requires that all affected units be inspected no later than 30 days after receiving this CSN for the correct wiring size and the circuit breaker rating. Any units found with wiring that is undersized and/or a circuit breaker that is rated too high must be replaced. Use the inspection procedure beginning on Page 2 to determine the electrical system condition. If the unit wiring requires an upgrade, order the Wiring Kit, part number 990727981, by calling 1-877-GO ALTEC (1-877-462-5832).

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 \$135 for the labor to inspect and 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

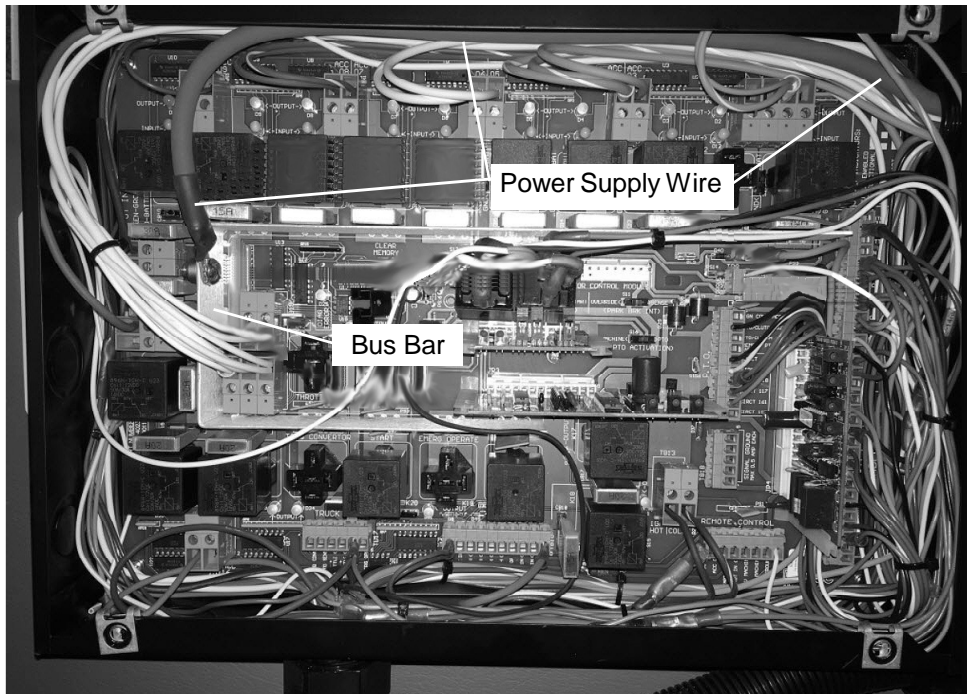
Normal mechanics hand tools are required for the installation of this kit. Read and understand all steps of the instructions before beginning the procedure.

1. Position the unit on a level surface, apply the parking brake and chock the wheels.
2. Locate the PDM on the chassis (refer to Figure 1). It is usually mounted inside the chassis cab either on the back wall or sometimes under one of the seats.



**Figure 1 — PDM Location**

3. Remove the cover of the PDM and look for the power supply wire that comes into the PDM from the side and connects to the bus bar (refer to Figure 2).



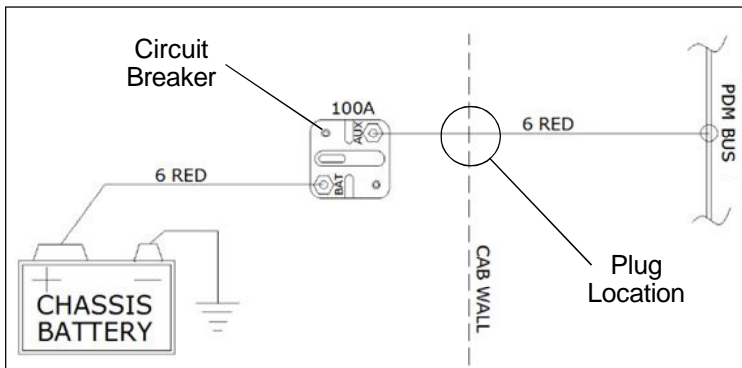
**Figure 2 — Power Supply Wire**

4. Look to see if the power supply wire to the PDM is a 6 gauge wire connected to the PDM with a ring terminal (refer to Figure 3). The wire has a description that is printed along the length of the wire and the wire is approximately  $\frac{5}{16}$ " in diameter around the insulation.



**Figure 3 — 6 AWG Wire Identification**

5. Follow the wire out of the PDM where it goes through the chassis cab wall (refer to Figure 4 and 5) or connects into a large 102-pin connector at the back of the cab (refer to Figure 6).

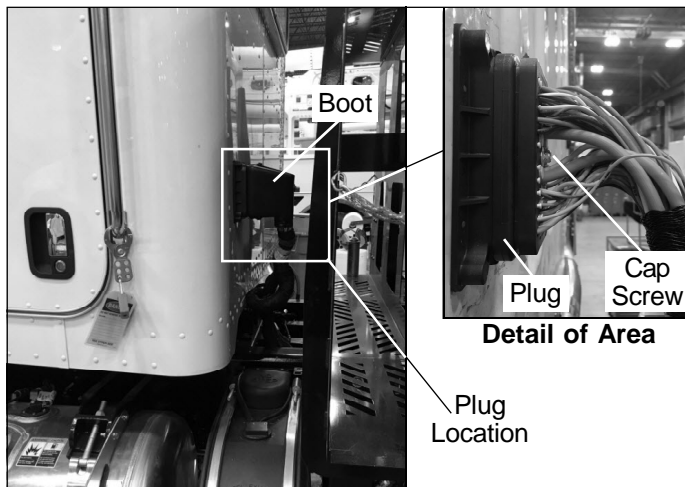


**Figure 4 — Wiring Schematic**

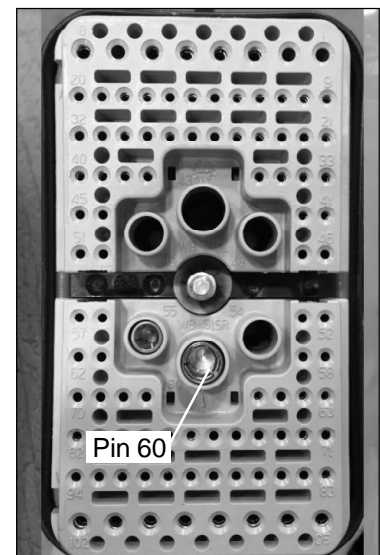


**Figure 5 — Wire Going Through Wall**

6. If the power supply wire connects to the 102-pin connector at the rear of the chassis cab, remove the boot from the outside of the connector (refer to Figure 6). Remove the cap screw from the center of the connector and pull the connector apart. Look to see if the power supply wire is connected to pin 60, the large pin below the center of the connector (refer to Figure 7). If there is no wire in pin 60 location, continue to Step 8 to order the Wiring Kit.

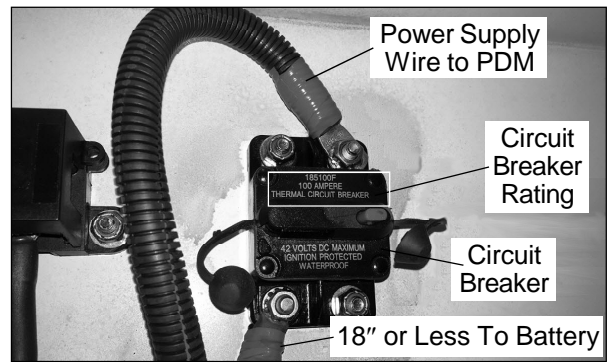


**Figure 6 — Plug On Cab**



**Figure 7 — Pin 60 Identification**

7. Outside of the cab, follow the power supply wire out of the PDM to the circuit breaker that connects to the battery. The circuit breaker should be located within 18 inches of the battery connection. The rating of the circuit breaker is printed on the top of the case. Check to see if the circuit breaker is rated at 100A (refer to Figure 8).



**Figure 8 — Circuit Breaker Location**

8. If the supply wire is smaller than 6 gauge, the circuit breaker is not 100A, and/or the wire is NOT attached to pin 60, the Wiring Kit, part number 990727981, must be installed within 30 days of receiving this CSN. If the supply wire is 6 gauge, the circuit breaker is 100A, and the wire is attached to pin 60, the wiring is correct.

9. Return the unit to service.

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

# CSN 703 Inspection Sheet

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

or scan and email to [product.safety@altec.com](mailto:product.safety@altec.com)

Model	Altec Unit Serial Number	Wire and Circuit Breaker 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: \_\_\_\_\_