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IMPORTANT SAFETY RECALL

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

NHTSA Safety Recall No. 19V-127

April 1, 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 DL/DM Series, DLB/DMB Series, and DC Series Units. These units have pedestals which may develop cracks after severe use or abuse. The cracks can possibly cause the pedestal to fail resulting in death or serious injury.

Refer to CSN 713 for the items covered under the warranty policy. Altec will supply, free of charge, pedestal update kits to correct this condition.

In order to determine if your unit is affected by CSN 713, 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 6 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

April 1, 2019

Units Affected: Following Rear Mount Units

(NOTE: Behind the Cab and Corner Mount Units NOT Included)

- **DL Series** : serial numbers 1003DU0126 (October 2003) through 0816DU1290 (August 2016)
- **DM Series**: serial numbers 1003DV0221 (October 2003) through 0215DV6349 (February 2015)
- **DLB Series**: serial numbers 0512FQ0101 (May 2015) through 0219FQ0531 (February 2019)
- **DMB Series**: serial numbers 1211FR0101 (December 2011) through 0219FR4910 (February 2019)
- **DC Series**: serial numbers 0408EU0101 (April 2008) through 0219EU3647 (February 2019)

Pedestal Inspection and Repair

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

A steel pedestal is used to attach the digger derrick to the subframe and chassis. Derrick structures, such as the pedestal, are protected by a Hydraulic Overload Protection (HOP) system. Repeated severe use or abuse to the point of engaging HOP can damage the unit. Altec has discovered that cracks can develop in the pedestal on a rear mount unit (refer to Figure 1) after severe use or abuse such as frequent HOP engagement during pole pulling operations.

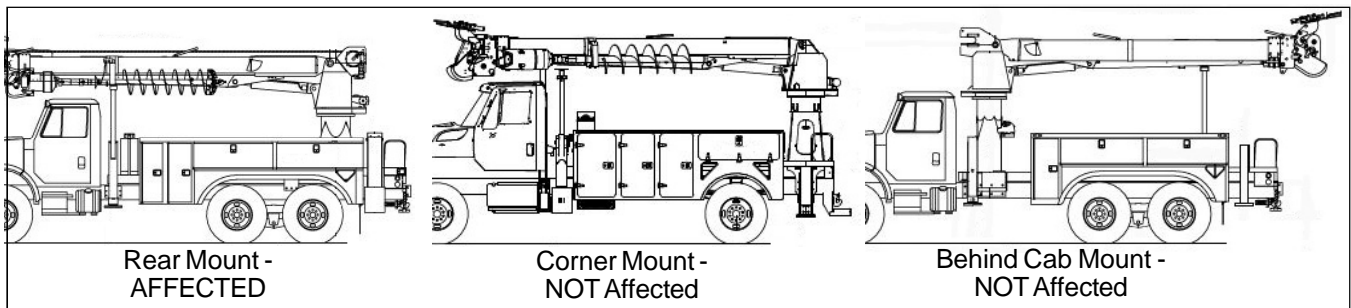


Figure 1—Pedestal Locations

The cracks can develop where the corner gussets transition to the pedestal tube (refer to Figure 2). If a crack develops and is allowed to progress, the pedestal can eventually fail causing uncontrolled movement. **Death or serious injury can result from uncontrolled movement.**

Altec requires each affected unit be inspected at the next service interval, but no later than 90 days after receiving this CSN. Altec has created update kits to reduce the chances that cracks develop during the severe conditions described above. Use the following list to determine the action required for each unit.

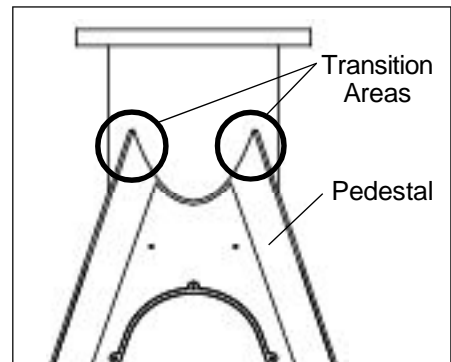


Figure 2—Inspection Areas

• DL, DM, DLB, DMB Units: Pedestal Inspection and Repair

Visually inspect the pedestal for any evidence of cracks using the procedure beginning on Page 2

- If cracks are seen, remove the unit from service immediately and install the Derrick Pedestal Update Kit before the unit is returned to service.
- If no cracks are evident, the unit can continue to be used. Inspect the pedestal area as part of the Preoperation Inspection.
- Install the Derrick Pedestal Update Kit no later than 12 months after the date of this CSN.

• DC Units: Pedestal Inspection and Repair - HOP Update

Visually inspect the pedestal for any evidence of cracks using the procedure beginning on Page 2

- If cracks are seen, remove the unit from service immediately and install the Derrick Pedestal Update Kit before the unit is returned to service.
- If no cracks are evident, the unit can continue to be used. Inspect the pedestal area as part of the Preoperation Inspection.
- After inspection, install the DC HOP Kit no later than 90 days after the date of this CSN.
- Install the Derrick Pedestal Update Kit no later than 12 months after the date of this CSN. NOTE: DC units equipped with controls located below rotation do not need the Pedestal Update Kit.

Call 1-877-GO ALTEC (877-462-5832) and select Prompt 1 to order the required kits from the list.

DERRICK UPDATE KITS	PART NUMBER
DL and DLB Pedestal Update Kit	990823593
DM, DMB, and DC Pedestal Update Kit	990823587
DC HOP Update Kits	
s/n beginning with 0408 to 0614	990835101
s/n beginning with 0714 to 0816	990835109
s/n beginning with 0916 to 0219	990835110

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 requires the Pedestal Update Kit to be installed by a certified welder having the AWS D1.1 Endorsement. Altec will allow up to \$540 for the labor to perform this repair. There is no warranty reimbursement for the inspection. 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 inspection 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.

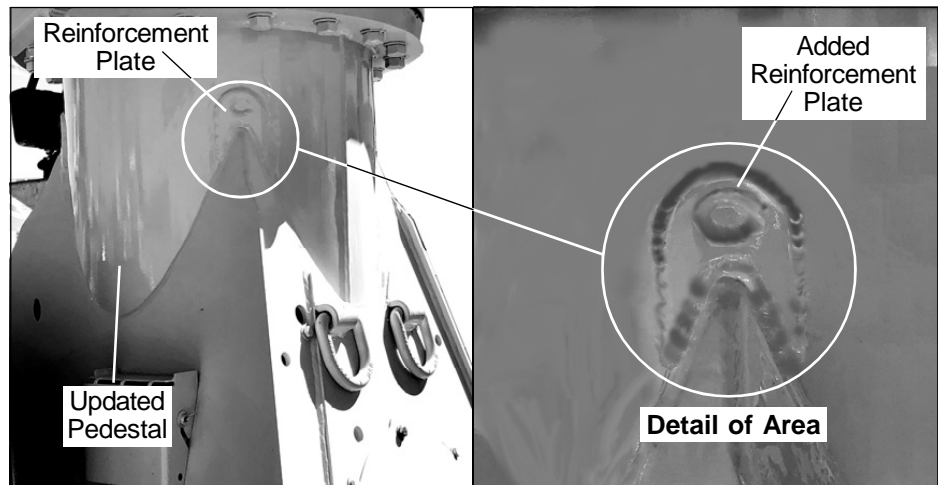


Figure 3— Inspection For Update Kit

2. Verify that the pedestal does not have the update kit already installed. Look for the reinforcement plates in the four corner gusset areas of the pedestal (refer to Figure 3).
3. Visually inspect the pedestal for any evidence of cracks. Especially look around the areas at the top of the gussets where they taper on to the pedestal tube (refer to Figure 4). Look for any cracks that are visible in the welds, any damage or cracks in the paint, lines of rust indicating a crack, or any distortion of the parts. Also visually inspect the rotation bearing for loose or missing fasteners.

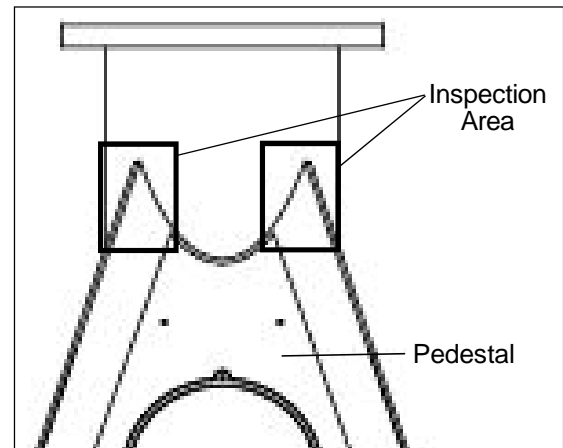


Figure 4— Inspection Area

4. If no cracks are evident, the unit can continue to be used and the inspection area at the pedestal should continue to be inspected as part of the daily unit inspection. Install the Pedestal Update Kit within 12 months of the inspection.
5. If any cracks are found, take the unit out of service immediately until repairs can be made. Cracks indicate the unit may have been subjected to repeated overloads. Altec recommends that the following additional inspections are performed along with the weld inspection.
 - Inspect all welds and fasteners as outlined in Section 4 of the maintenance manual
 - Torque check the rotation bearing mounting fasteners
 - Check to see the HOP and SLP settings are correct
6. Retract the outriggers, disengage the unit's hydraulic system, and return the unit to service.