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IMPORTANT SAFETY RECALL

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

NHTSA Safety Recall No. 19V-409

July 17, 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 LR7 Units. These units have the possibility of being operated without all four outriggers being extended properly. Operation without the outriggers being extended properly can possibly cause unit instability resulting in death or serious injury.

Refer to CSN 720 for the items covered under the warranty policy. Altec will supply, free of charge, a wiring harness to correct this condition.

In order to determine if your unit is affected by CSN 720, 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 45 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

July 17, 2019

Units Affected: LR7 units built with front and rear outriggers (see attached list)

Outrigger Interlock Inspection and Modification

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

Altec discovered that on some of the affected units, the outrigger interlock system for the rear outriggers does not function properly. The investigation found that in some cases the outrigger control module was not properly attached in the wiring harness allowing operation of the unit when the rear outriggers have not been extended. A functioning outrigger interlock system is only an operator aid that reminds the operator to set the outriggers, it does not ensure unit stability. Death or serious injury can occur if operators do not properly deploy the outriggers.

Altec requires an inspection no later than 30 days after the receipt of this CSN to determine if the outrigger control module is properly connected to the wiring harness. Use the Inspection Procedure beginning on Page 2 to determine if the wiring is correct. If the wiring is not correct, order the Outrigger Harness Kit, part number 990913734, by calling 1-877-GO ALTEC (1-877-462-5832). The harness must be installed no later than 90 days after receiving the CSN.

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 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

No tools are required for the inspection. Read and understand all steps of the instructions before beginning the procedure. This CSN and inspection only applies to units which have two sets of outriggers. If the unit has only one set of outriggers, the CSN does not apply, but the Inspection Sheet still must be completed and returned to Altec.

1. Position the unit on a level surface, apply the parking brake and chock the wheels. Engage the unit's hydraulic system.
2. Extend all outriggers.
3. Retract one of the rear outriggers.
4. Try to move the aerial device/outriggers selector to the aerial device operation position (refer to Figure 1). If the outrigger interlock is properly wired, the selector should not be able to be moved to the aerial device operation position. If the selector can be moved, the wiring is not correct.
5. Repeat Steps 2 through 4 on each of the other outriggers.
6. If the unit will not operate with any of the outriggers retracted, the inspection is complete. The unit can be returned to service.
7. If the unit operates with any outrigger retracted, the unit fails the inspection and must be repaired. Call 1-877-GO ALTEC (1-877-462-5832) to schedule service or to Order the Outrigger Harness Kit, part number 990913734. The Kit comes with easy to follow instructions for the required repair. Operators must be cautioned that the outrigger interlock system will not provide a reminder to deploy the outriggers until the repair is completed.

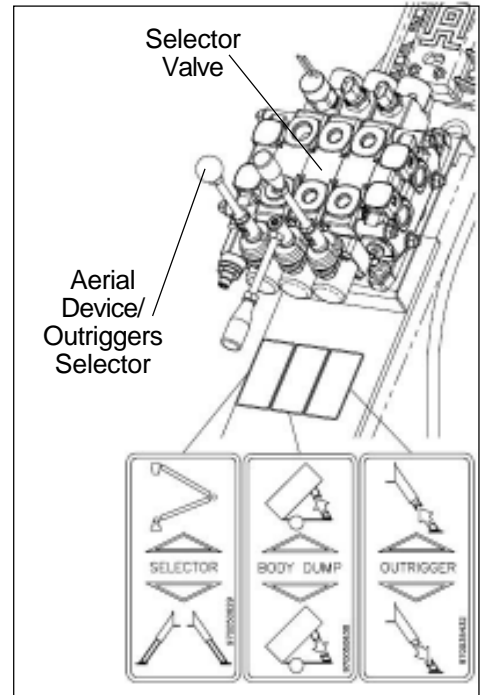


Figure 1 — Selector

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

CSN 720 Inspection Sheet

RETURN CARD A

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

or scan and email to product.safety@altec.com

Model	Altec Unit Serial Number	Outrigger Operation 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: _____