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IMPORTANT SAFETY RECALL

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

NHTSA Safety Recall
No. 19V-455

July 23, 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, L42M, L45M, L45P, TA50, TA55, and TA60 Units. These units have rotation bearing fasteners that may not meet Altec specifications. The fasteners can possibly cause fail causing in uncontrolled movement resulting in death or serious injury.

Refer to CSN 722 for the items covered under the warranty policy. Altec will supply, free of charge, replacement fasteners to correct this condition.

In order to determine if your unit is affected by CSN 722, 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 4 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.



Altec Industries, Inc.
Creedmoor Operations
Creedmoor, NC.

CSN 722

Customer Service Notice

July 24, 2019

Units Affected: LR7, L42M, L45M, L45P, TA50, TA55, and TA60 Units (see attached list)

Rotation Bearing Cap Screw Inspection

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

Altec received reports of rotation bearing fasteners that broke during the annual torque inspection. Investigation of the problem has found that the fasteners in a specific lot were not manufactured to the Altec fastener coating specification. The insufficient coating may lead to hydrogen embrittlement which could cause the cap screw head to fail prematurely. Failing rotation bearing cap screws can cause uncontrolled movement. **Death or serious injury can result from uncontrolled movement.**

Altec requires the following actions be completed on the affected units.

- Inspect for the head marking embossed on the head of each cap screw no later than 30 days after receiving this CSN. Record the head marking on the inspection form at the end of the CSN.
- Perform a torque check on the inner race of the turntable rotation bearing cap screws using the Annual Torque Inspection Procedure in the Maintenance Manual.
- If any cap screws are broken, remove the unit from service and replace all of the cap screws in that rotation bearing race.
- If any cap screw is marked with head marking 6035 on the head of the fastener (refer to Figure 1), replace the cap screws in that race no later than 30 days after inspecting for the head marking.
- If the fasteners are not marked with 6035 and are not broken, the inspection is completed and the unit can be returned to service and normal torque inspections can be resumed.
- Complete the inspection form at the end of this CSN and return it to Altec.



Figure 1 — Head Marking

Call 1-877-GO ALTEC (1-877-462-5832) and select Prompt 4 to order the 990859928 Rotation Bearing Cap Screw Kit. The kit must be installed no later than 30 days after the head marking inspection.

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 \$360 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.

CSN 722 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	Record Head Marking (Inner Race)	Date Inspected

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: _____