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IMPORTANT SAFETY RECALL

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

NHTSA Safety Recall No. 19V-508

August 14, 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 AT37M, AT41M, AT48M, AT40M, L34A, L37, L42, L42A and L44E 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 725 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 725, 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 7.5 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: August 14, 2019

Units Affected: AT37M, AT41M, AT48M, AT40M, L34A, L37, L42, L42A and L44E
(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 has received reports of isolated failures of the heads on some of the cap screws on the affected units. 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.

- Perform a torque check on both the inner and outer races 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.
- Look for the lot number embossed on the head of each cap screw. Record the head marking on the inspection form at the end of the CSN.
- If any cap screw is marked with 3066 on the head of the fastener (refer to Figure 1), replace the cap screws in that race no later than 30 days after the inspection.
- If the fasteners are not marked with 3066 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 — Cap Screw Head Marking

Altec has kits available for the cap screw replacement.

990583685 Outer Race Rotation Bearing Cap Screw Kit

990583686 Inner Race Rotation Bearing Cap Screw Kit

Call 1-877-GO ALTEC (1-877-462-5832) and select Prompt 1 to order the correct kit needed.

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. 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 \$675 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 725 Inspection Sheet

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

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

Model	Serial Number	Cap Screws Head Marking(s)	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: _____