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## IMPORTANT SAFETY RECALL

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

NHTSA Safety Recall No. 19V-602
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October 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 AA55E, AM60E, AH75, AH100, AH125, and AH150 Units. These units have winch control valves that can allow excessive pressure. The control valve pressure exceeding the pressure of the winch can possibly increase the risk of death or serious injury.

Refer to CSN 734 for the items covered under the warranty policy. Altec will supply, free of charge, the necessary parts to correct this condition.

In order to determine if your unit is affected by CSN 734, 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 2 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

October 1, 2019

Units Affected: AA55E, AM60E, AH75, AH85, AH100, AH125, and AH150 units equipped with a recovery winch (see attached list)

## Recovery Winch Modification

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

Many units have a recovery winch located on the front and/or rear of the unit to be used to pull the vehicle out of a stuck situation. Some customers have reported that the recovery winch can develop excessive pressure for the winch rating. Investigation of the issue found that the winch control valve was not connected properly to allow the excessive pressure to return to the hydraulic system. A winch valve that can deliver pressure exceeding the pressure of the winch increases the risk of death or serious injury.

Altec requires the affected units to be inspected for the type of winch valve. The inspection should be completed no later than 30 days from the receipt of this CSN using the procedure beginning on Page 2. If the incorrect valve is found from the inspection, the hydraulic system must be modified. Kits are available to correct this problem. One kit is needed for each 035220056 winch valve identified in the inspection. Choose the correct kit for the unit affected for the list below.

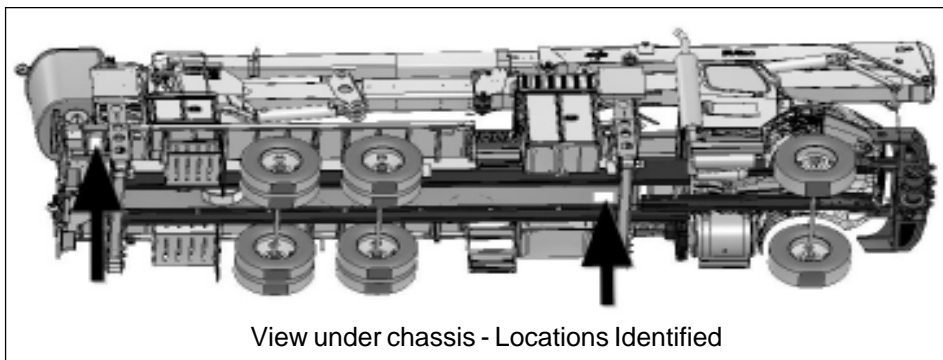
- 990964148 Reducing Valve Kit, AA55E, AM60E
- 990944324 Reducing Valve Kit, AH125
- 990945340 Reducing Valve Kit, AH75, AH85, AH100, AH150

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.

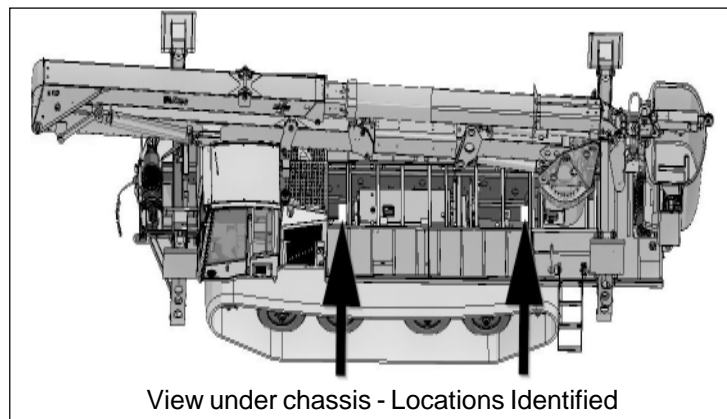
### Inspection Procedure

Normal mechanic's hand tools are required for the inspection. 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 control valve for the recovery winch. The winch control valve location will vary depending on if the vehicle chassis is a truck or a track.
  - Truck chassis will typically have the winch control valve for a rear winch located under the deck near the winch (refer to Figure 1). The winch control valve for a front winch will typically be located under the front of the subbase.
  - Track unit will have the valves inside the chassis frame rails (refer to Figure 2). The center deck plate sections will need to be unbolted and removed to gain access to the valves.

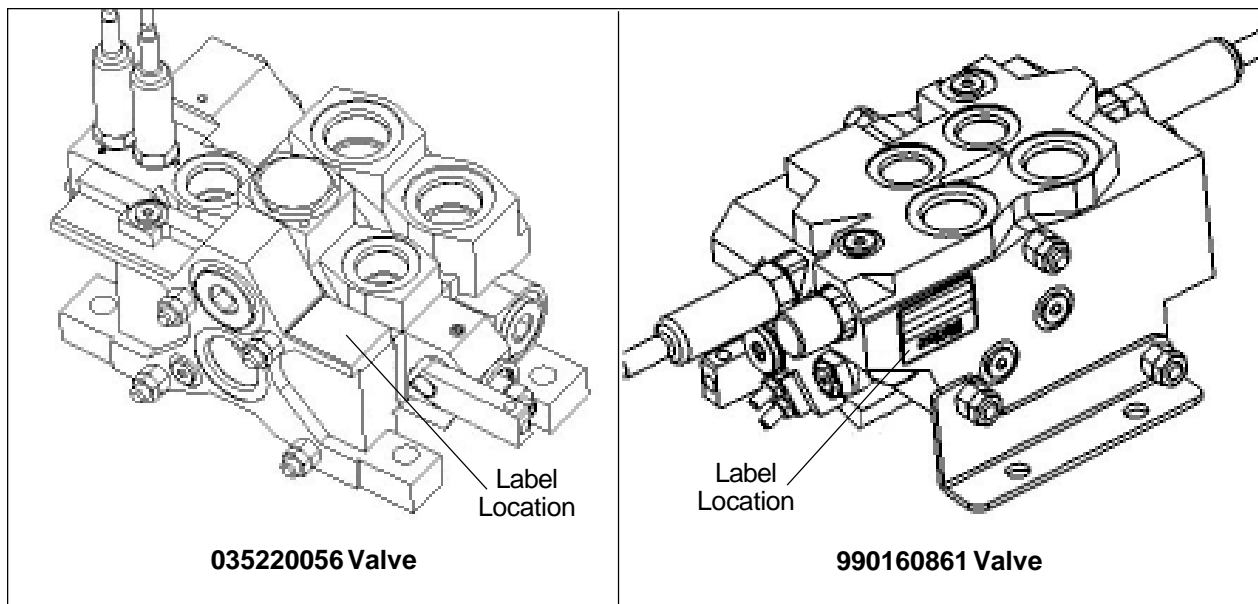


**Figure 1 — Truck Valve Location**



**Figure 2 — Track Unit Valve Location**

3. After locating the valve, compare the valve on the vehicle with the two valves pictured in Figure 3. Identify the valve used on the unit by using the physical characteristics or by looking at the label on the valve to see which is used.



**Figure 3 — Control Valve Comparison**

4. Determine the action to follow based on the valve on the vehicle.
  - If the valve is identified as part number 035220056, the unit hydraulic system must be modified. Select the kit required from the list on Page 1. One kit is required for each 035220056 valve on the vehicle.
  - If the valve is identified as part number 990160861, the unit hydraulic system does not require modification.
5. After determining the valve on the vehicle by inspection, return the unit to service.
6. Complete the inspection form at the end of this CSN and return it to Altec.

# CSN 734 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	Valve Part Number		Date Inspected
		035220056	990160861	

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: \_\_\_\_\_