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IMPORTANT SAFETY RECALL

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

NHTSA Safety Recall
No. 19V-799

December 9, 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 units that may not have been stability tested in accordance with ANSI A92.2. The units may become unstable in certain working positions, increasing the risk of death or serious injury to the worker or those nearby.

Refer to CSN 741 for the items covered under the warranty policy. Altec will supply, free of charge, a wiring kit to correct this condition.

In order to determine if your unit is affected by CSN 741, compare the serial number of your unit with the list of affected units attached to the CSN/MAB. 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 8 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.
Elizabethtown Operations
Elizabethtown, KY

CSN 741

Customer Service Notice

December 9, 2019

Units Affected: Certain AT200A, AT235, AT235P, AT248F, AT37G, and AT40G units stability tested in July and August 2019

Unit Stability Testing

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

Altec has discovered that some aerial devices were not properly stability tested in accordance with ANSI A92.2-2015 after they were manufactured. Because of this, the unit may become unstable during operation. **Death or serious injury can result from instability.**

Altec requires stability testing to be performed on each unit no later than 30 days after the receipt of this CSN.

This testing is covered under the Altec Warranty Policy and will be performed by Altec technicians. Altec will contact each customer to arrange for the testing and any further work required from the results of the testing.