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IMPORTANT SAFETY RECALL

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

NHTSA Safety Recall
No. 20V-034

January 29, 2020

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 AC26, AC28, AC30, and AC38 Units. These units may have a hose connected to the wrong cylinder port. An incorrect connection is not protected by a velocity fuse. This can possibly cause uncontrolled movement resulting in death or serious injury.

Refer to MAB 748 for the items covered under the warranty policy. Altec will repair this condition free of charge.

In order to determine if your unit is affected by MAB 748, compare the serial number of your unit with the list of affected units attached to the MAB. The repair will be performed by Altec. Contact Altec at 1-877-GO-ALTEC (1-877-462-5832) for further assistance. The repair is expected to take 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.



Altec Industries, Inc.
Roanoke Operations
Daleville, VA

MAB 748

MANDATORY ACTION BULLETIN

January 29, 2020

Units Affected: AC26, AC28, AC30, and AC38 Cranes built with serial numbers 0517EG1267 (May 2017) through 1119EG1353 (November 2019) (See attached list)

Lift Cylinder Plumbing Inspection

This Mandatory Action Bulletin requires immediate action.

This Mandatory Action Bulletin requires inspection of the hose connecting to the boom lift cylinder. Altec has discovered that a possibility exists that on some units the hose was connected to the wrong cylinder port. In such cases the hose is not protected by the internal velocity fuse. Failure of a boom lift cylinder hose if not protected by a velocity fuse can result in uncontrolled boom movement. **Death or serious injury can result from uncontrolled movement.**

Altec requires that each affected unit must have the hose connection inspected. **Units affected must be inspected no later than 30 days of the receipt from this MAB.**

What Customers Must Do:

- Inspect the plumbing connections using the procedure beginning on page 2
- Remove from service immediately any unit failing the inspection
- Notify Altec of any unit failing the inspection
- Complete the inspection sheet at the end of this MAB and return it to Altec

What Altec Will Do:

- Correct the plumbing connections on any unit failing inspection

This repair is covered under the Altec Warranty Policy and will be performed by Altec. Altec will perform the repair for free at an Altec facility. 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 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.

1. Position the unit on a level surface, apply the parking brake and chock the wheels.

2. The inspection area is at the base of the boom lift cylinder (refer to Figure 1).

3. Visually inspect where the smaller hoses are connected to the boom lift cylinder (refer to Figure 2).

4. If there is a hose connected to the G Port on the top of the cylinder (refer to Figure 3), the connection is correct. Go to Step 10.

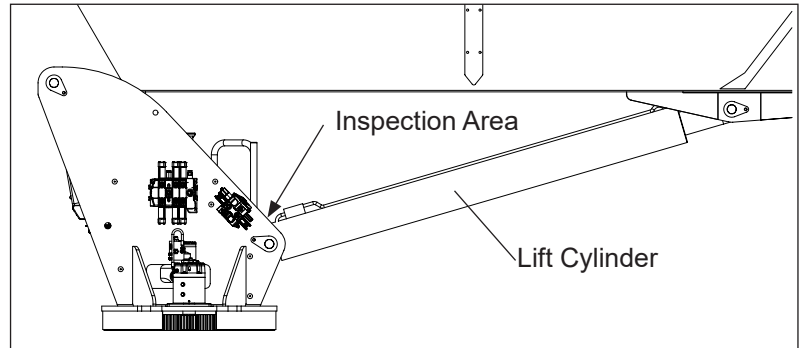


Figure 1 — Inspection Location

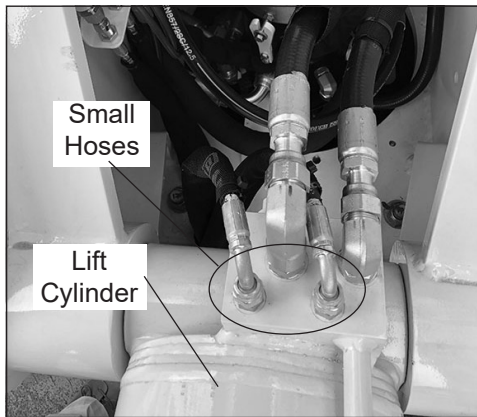


Figure 2 — Hose Connections

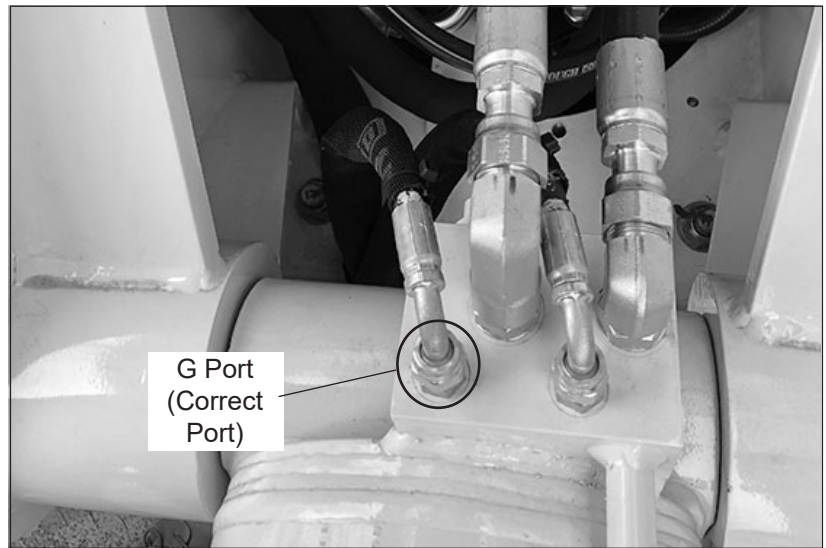


Figure 3 — Correct Hose Connection

5. If there is a hose connected to the TE Port on the side of the cylinder instead of the top of the cylinder (refer to Figure 4), the connection is not connected correctly. 6. If the hose is connected to the TE Port, the hose must be inspected before the unit can be used again.

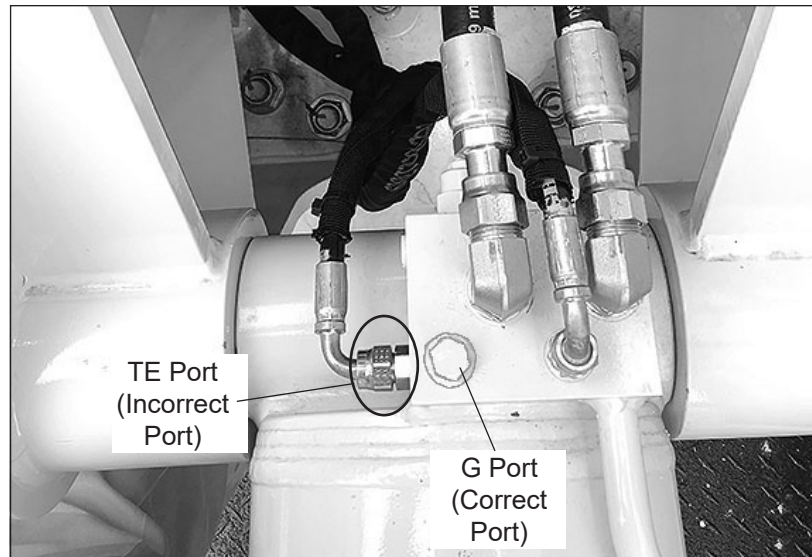


Figure 4 — Incorrect Hose Connection

7. The hose sleeve may need to be removed for the inspection. Carefully cut and remove the plastic zip ties holding the hose sleeve to the hose. Slide the hose sleeve back to see the hose. After inspection, reinstall the sleeve and install new zip ties.
8. Inspect the hose for any sign of leakage along the hose length and the adapters. Inspect the outer covering of hose for blistering, abnormal deformation or other signs of failure or impending failure. Inspect outer hose and fittings for any indications of excessive abrasion or scrubbing.
9. After inspecting the hose connection and hose condition, select one of the following actions.
 - If the hose is connected to the incorrect port (on the side of the cylinder) and the hose is not damaged, the unit can be returned to service but the hose connection **MUST** be corrected only by Altec. Repair should be no later than 30 days from the inspection.
 - If the hose is connected to the incorrect port (on the side of the cylinder) and the hose is damaged, the unit **MUST** be removed from service until the hose connection is corrected. Customers should not try to correct the hose connection.
 - If the hose is incorrectly connected and/or damaged, contact Altec by calling 1-877-GO ALTEC (1-877-462-5832) to arrange for the repair.
10. Return the unit to service if the unit passed the inspection.
11. Complete the Inspection Sheet at the end of this MAB and return it to Altec.

