



210 Inverness Center Parkway  
Birmingham, AL 35242

Telephone: 205-991-7733  
Facsimile: 205-991-9993  
www.altec.com

## IMPORTANT SAFETY RECALL

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

NHTSA Safety Recall  
No. 20V-115

April 15, 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 LR7, TDA58, and L42M Units. These units have rotation bearing fasteners that can break. Broken rotation bearing fasteners can possibly cause uncontrolled movement resulting in death or serious injury.

Refer to CSN 750 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 750, 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 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.  
 Creedmoor Operations  
 Creedmoor, NC

CSN 750

# Customer Service Notice

April 15, 2020

Units Affected: Some LR7, TDA58, and L42M Units built in 2019 (see attached list) and Rotation Bearing Cap Screw Kits with part numbers 75040002, 970272254, 970336641, 75040007, 970336643, 990644103, or 990644105 supplied through Altec Parts and Service in 2019

## Rotation Bearing Fastener Inspection

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

Altec previously issued a bulletin on a batch of fasteners with head marking 5172 that were used in various derricks and aerial devices. Those specific fasteners had shown an increased rate of fastener failure. Failing rotation bearing cap screws can cause uncontrolled movement. **Death or serious injury can result from uncontrolled movement.**

Altec is issuing this Notice on another batch of fasteners with head marking 5172 that were used on the affected units and parts orders. There have been no reported failures from this later batch, but Altec believes they should still be replaced as they are from the same earlier fastener lot number.

### Unit Inspection

Altec requires a visual inspection of all the rotation bearing fasteners on the affected units for the head marking. Altec also requires that rotation bearing bolt kits that may contain this lot also need to be inspected for this head marking. The unit inspection should be done at the next periodic service interval but no later than 90 days from the receipt of this CSN. Look at the fastener head for a 5172 below the Altec logo (refer to Figure 1). If the fastener heads are marked with 5172, the following actions must be completed.



**Figure 1 — 5172 Head Marking**

Altec Use Only	
Inspection labor	0.5 hr
Repair labor	5.0 hr
Account #	010.0224.43151.728.0000.000
Travel	Not Included
NHTSA code	98
Prime fail P/N	n/a
Doc ref	074900466 and 990696276

Parts Kit	Part Number	Qty	Warranty
Outer Race Fastener Kit	990583619	1	Yes
Outer Race Fastener Kit	990644104	1	Yes
Inner Race Fastener Kit	990644105	1	Yes

- If any cap screws are broken, remove the unit from service immediately and replace all of the cap screws in that rotation bearing race.
- If any cap screw is marked with head marking 5172 on the head, replace all the 5172 cap screws in that race at the unit’s annual periodic inspection/maintenance service

For LR7, TDA58, and L42M model Units Order the Outer Race Fastener Kit, part number 990583619. For all other models refer to the Parts Manual for the correct fastener kit for the unit being inspected. Order the kit by calling 1-877-GO ALTEC (1-877-462-5832) and select Prompt 1. Refer to Section 6 in the Maintenance Manual for replacement Instructions.

If none of the fasteners have the 5172 stamp, the unit can be returned to service. Complete the Inspection Sheet at the end of this CSN after the inspection is completed.

**Kit Inspection**

If rotation cap screw kits were previously ordered, inspect the cap screw in each kit for the head marking. This inspection should be completed no later than 90 days after the receipt of this CSN. DO NOT use any cap screws from existing kits if the head marking on the cap screw is 6035, 6043, or 5172 (refer to Figure 2). These cap screws were recalled on a previously mailed MAB or CSN and should not be used.



**Figure 2 — Head Markings**

Use the chart below to order replacement fastener kits. Return to Altec any kits that contain these cap screws for a full refund.

<b>Original Kit Ordered</b>	<b>Order Fastener Kit</b>
075040002 Replacement Bearing Kit	990644104 Inner Race Fastener Kit and 990644105 Outer Race Fastener Kit
970272254 Replacement Bearing Kit	990583619 Outer Race Fastener Kit
970336643 Replacement Bearing Kit	990583619 Outer Race Fastener Kit
990644103 Replacement Bearing Kit	990644104 Inner Race Fastener Kit and 990644105 Outer Race Fastener Kit

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 \$45 for the inspection and \$450 for the labor to perform this repair. 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 750 Rotation Bearing Fastener Inspection Sheet

Complete this form and return to Altec to document inspection completion.

Choose one of these options.

- Online through the customer portal – Altec Connect\*  
Sign in or Register for an account at [www.altec.com/altec-connect/](http://www.altec.com/altec-connect/)
  1. Select Equipment
  2. Select Altec Product Notices
  3. Select Report a Completed APN
- Scan and Email to [product.safety@altec.com](mailto:product.safety@altec.com)
- FAX to 1-877-659-9929



*To login to your existing Altec Connect account, scan here with your smart phone!*

\*Customer performed warranty can be submitted online for reimbursement through Altec Connect.

Model	Altec Unit Serial Number	Number Marking on Fastener Head	Date Inspected

Company Name: \_\_\_\_\_ Phone \_\_\_\_\_

Service Company Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Company Contact: \_\_\_\_\_

Company Street Address: \_\_\_\_\_

State: \_\_\_\_\_ ZIP Code: \_\_\_\_\_

Signature: \_\_\_\_\_

**Submission of this form does not order parts or schedule service from Altec.**

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 through Altec Connect.

For more information or to schedule the work to be done by an Altec Service technician, call:  
1-877-GO ALTEC (1-877-462-5832)

Make copies of this form for additional units if needed.