



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-225

May 28, 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 ST500-G, ST550-SS, ST600-G, ST600-GL, ST720-SS, ST750-SS, and ST900-SS Spray Equipment Units. These units possibly have a battery fuse holder that was not properly secured. An improperly secured fuse holder can contact a ground and either blow the fuse or short circuit the battery with an increased risk of fire.

Refer to CSN 758 for the items covered under the warranty policy. Altec will supply, free of charge, a battery fuse holder kit to correct this condition.

In order to determine if your unit is affected by CSN 758, 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 45 minutes 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.
Altec Spray Operations
Minneapolis, MN

CSN 758

Customer Service Notice

May 28, 2020

Units Affected: ST500-G, ST550-SS, ST600-G, ST600-GL, ST720-SS, ST750-SS, and ST900-SS Spray Equipment built from October 2017 through January 2020 (see attached list)

Battery Fuse Holder Replacement

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

Altec has discovered that the battery fuse holder was not properly secured on the affected units. This can allow the recessed terminals on the back of the fuse holder to contact a ground and either blow the fuse or short circuit the battery with an increased risk of fire.

Altec has designed service kits for the affected chassis models to secure the battery fuse and prevent the potential electrical issues. Altec requires that the appropriate kit be installed on each unit no later than the next regular maintenance interval or 90 days from the receipt of this CSN, whichever comes first. Select the appropriate service kit from the list below and call 1-877-GO ALTEC (1-877-462-5832) to order the kit.

Chassis	Kit Part Number
Isuzu NPR	991082809
Isuzu NRR with PTO controls	991082810
Isuzu NRR without PTO controls	991082813
HINO 258ALP	991082850

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 \$67.50 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.

Altec Use Only	
Inspection labor	0.0 hr
Repair labor	0.75 hr
Account #	010.1690.43151.852.000.000
Travel	Not Included
NHTSA code	11
Prime fail P/N	059640035
Doc ref	074900716, 074900717, 074900718, 074900719

Parts Kit	Part Number	Qty	Warranty
Fuse Relocation Kit, Isuzu NPR	991082809	1	Yes
Fuse Relocation Kit, Isuzu NRR w/ PTO Controls	991082810	1	Yes
Fuse Relocation Kit, Isuzu NRR w/o PTO Controls	991082813	1	Yes
Fuse Relocation Kit, Hino 258ALP	991082850	1	Yes