



210 Inverness Center Parkway  
Birmingham, AL 35242

Telephone: 205-991-7733  
Facsimile: 205-991-9993  
[www.altec.com](http://www.altec.com)

## **IMPORTANT SAFETY RECALL**

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

NHTSA Safety Recall  
No. 20V-401

September 1, 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 units which are installed on model year 2017-2020 Ford F350 and F550 gas chassis. Over time, low volume fluid leakage can be absorbed in the exhaust heat shield thermal blanket. This can lead to a fire. Death or serious injury can result from a fire.

Refer to CSN 767 for the items covered under the warranty policy. Altec will supply, free of charge, a heat shield kit and other parts as required to correct this condition.

In order to determine if your unit is affected by CSN 767, 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 up to 9 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.  
Western Operations  
Dixon, CA

CSN 767

# Customer Service Notice

September 1, 2020

Units Affected: Units installed on model year 2017-2020 Ford F350 and F550 gas chassis (please verify that your unit serial number is affected by reviewing the attached list in this CSN or by accessing your fleet on [connect.altec.com/login](https://connect.altec.com/login))

## Exhaust System Heat Shield Inspection

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

On the affected units, Altec has received reports of low volume hydraulic oil or transmission fluid leakage saturating the thermal blanket within the exhaust system heat shield. In addition, certain components under the cab may have insufficient protection from the heat of the exhaust system and from adjacent moving parts. One or more of these issues has caused a thermal event under the cab on some affected units, resulting in property damage. **Death or serious injury can result from a thermal event.**

Altec requires an inspection of the exhaust thermal blanket and associated components to be performed within 30 days of the receipt of this CSN. The Inspection Procedure begins on page 3. If the inspection indicates that components in addition to the heat shield must be replaced, call 1-877-GO ALTEC (1-877-462-5832) to order the required additional part(s) from the list in Figure 1.

Altec requires a Heat Shield Kit to be ordered for each affected unit within 60 days of the receipt of this CSN. This kit will be used to replace the exhaust system heat shielding. During the installation of this kit, additional protection will be added to wiring and hoses as needed, and components will be replaced or separated from adjacent moving parts as needed. Call 1-877-GO ALTEC (1-877-462-5832) to order the appropriate Heat Shield Kit from the list in Figure 2.

Altec Use Only	
Inspection labor	0.5 hr
Repair labor	3.0 hr
Account #	010.0777.43151.758.0000.000
Travel	Not included
NHTSA code	23
Prime fail P/N	None
Doc Ref	074900730, 074900731

Altec Use Only			
Parts Description	Part Number	Qty	Warranty
Heat shield kit, model years 2017-2019	991177956	1	Yes
Heat shield kit, model year 2020	991178154	1	Yes
PTO pressure switch, Chelsea	970034398	1	Yes
PTO solenoid, Chelsea	970166447	1	Yes
PTO pressure switch, Muncie, model year 2020	970306613	1	Yes
PTO solenoid, Muncie, model year 2020	970774244	1	Yes
Suction hose	None	1	Yes
Pressure hose	None	1	Yes
-12 SAE to -12 JIC 45 degree elbow	027410057	1	Yes
-10 SAE to -8 JIC 45 degree elbow	027410055	1	Yes
Heat shield wrap	970184662	1'	Yes
Stainless steel cable tie	970282369	6	Yes
Hose sleeve	990290555	2'	Yes

<b>Chassis Model Year</b>	<b>Description</b>	<b>Part Number</b>	<b>Quantity</b>
All	PTO pressure switch, Chelsea	970034398	1
All	PTO solenoid, Chelsea	970166447	1
2020	PTO pressure switch, Muncie	970306613	1
2020	PTO solenoid, Muncie	970774244	1
All	Suction hose, -16, 62-300 psi, Parker #811-16 or equivalent, with length and end fittings matching original hose	Obtain locally	1
All	Pressure hose, -8, 3,000 psi, Parker GlobalCore #387TC-8 or equivalent, with length and end fittings matching original hose	Obtain locally	1
2020	-12 SAE to -12 JIC 45 degree elbow	027410057	1
2020	-10 SAE to -8 JIC 45 degree elbow	027410055	1
2020	Heat shield wrap	970184662	1'
2020	Metal cable tie	970282369	6
2020	Fabric hose sleeve	990290555	2'

**Figure 1 — Replacement Parts, Order as Required Based on Inspection Procedure or as Determined During Installation of Heat Shield Kit**

<b>Chassis Model Year</b>	<b>Description</b>	<b>Part Number</b>
2017-2019	Heat Shield Kit	991177956*
2020	Heat Shield Kit	991178154*

\*Availability is limited until mid to late September 2020

**Figure 2 — Heat Shield Kits, Order Within 60 Days of Receipt of this CSN**

If the unit fails the inspection, it must be taken out of service until the Heat Shield Kit and other required replacement components are installed.

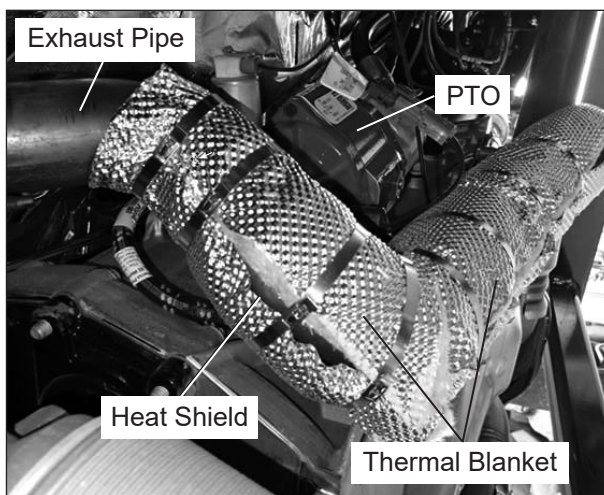
If the unit passes the inspection, the Heat Shield Kit must be installed within 120 days of the receipt of this CSN, with the Inspection Procedure repeated weekly until the kit is installed.

This inspection and repair are covered under the Altec Warranty Policy and can be performed by Altec, the customer, or the customer's warranty provider. Altec will perform the inspection and repair for free at an Altec facility. If the customer or the customer's warranty provider performs the inspection and/or 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 labor to perform this inspection and up to \$270 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 and/or repair at the owner's location.

## Inspection Procedure

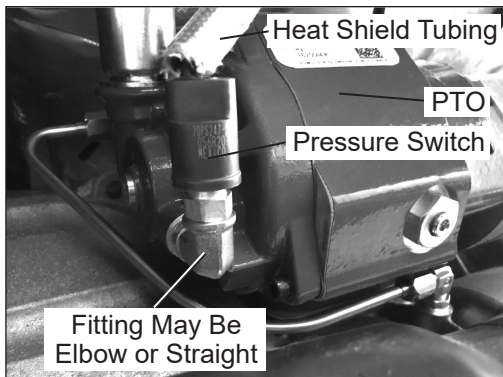
A mechanic's creeper and a flashlight are required for the inspection procedure. Use the Decision Chart on page 6 to assist in determining the required actions. Read and understand the entire procedure before beginning.

1. Position the unit on a level surface, apply the parking brake, and chock the wheels. Turn off the engine and remove the key. Allow the exhaust system to cool to the touch.
2. Using a mechanic's creeper, get under the chassis near the power take-off (PTO) on the driver's side of the transmission.
3. Find the heat shield that is attached with band clamps around the exhaust pipe near the PTO (refer to Figure 2). The thermal blanket inside the metallic covering of the heat shield is exposed at the seam on the bottom and at the front. Touch the thermal blanket by hand every few inches along the seam to determine if it is wet with fluid.

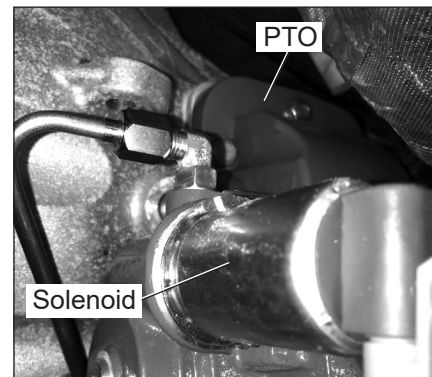


**Figure 2 — Exhaust Heat Shield**

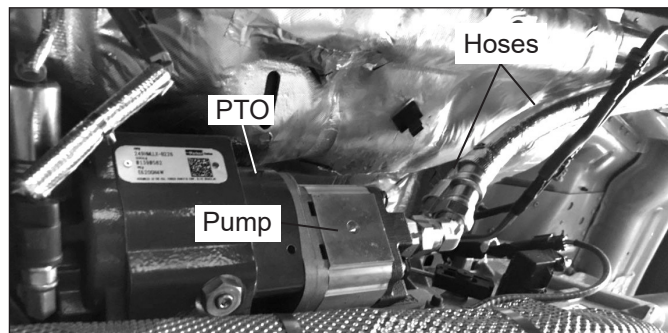
4. Inspect the following parts for damage from heat and/or abrasion.
  - PTO pressure switch housing (refer to Figure 3)
  - PTO pressure switch wiring if it is not covered with heat shield tubing (refer to Figure 3)
  - PTO solenoid housing (refer to Figure 4)
  - PTO solenoid wiring if it is not covered with heat shield tubing
  - Suction and pressure hoses connected to the pump (refer to Figure 5)
5. If the thermal blanket is wet, inspect the following parts for oil leakage.
  - PTO pressure switch housing
  - PTO solenoid housing
  - PTO to transmission mating surface
  - Hydraulic pump to PTO mating surface
  - All hydraulic fittings on PTO and pump



**Figure 3 — PTO Pressure Switch**



**Figure 4 — PTO Solenoid**



**Figure 5 — Hydraulic Hoses**

6. If the thermal blanket is dry, inspect for evidence of low volume hydraulic or transmission oil leakage onto the metal covering of the heat shield, such as dark spots from burnt fluid. If such evidence is seen, inspect the following parts for oil leakage.

- PTO pressure switch housing
- PTO solenoid housing
- PTO to transmission mating surface
- Hydraulic pump to PTO to mating surface
- All hydraulic fittings on PTO and pump

7. Review the inspection results from steps 3 through 6.

- If the thermal blanket is wet with fluid, take the unit out of service until the Heat Shield Kit is installed and any damaged or leaking component(s) are repaired or replaced. Order the Heat Shield Kit and replacement(s) for damaged or leaking component(s) as described on page 1 of the CSN.
- If the PTO pressure switch or wiring, PTO solenoid or wiring, suction hose, or pressure hose are damaged from heat and/or abrasion, take the unit out of service until the Heat Shield Kit is installed and the damaged component(s) are replaced. Order the Heat Shield Kit and replacement(s) for damaged component(s) as described on page 1 of the CSN.
- If the PTO pressure switch and wiring, PTO solenoid and wiring, suction hose, and pressure hose are not damaged from heat and/or abrasion, and the thermal blanket is dry but there is

evidence of fluid leakage onto the metal heat shield covering, the unit can remain in service. Make repairs immediately to any leaking component(s) that can be fixed without replacement.

- If the replacement of any leaking component(s) is required, order the Heat Shield Kit and the replacement component(s), as described on page 1 of the CSN. INSPECT THE THERMAL BLANKET DAILY as described in steps 1 through 3 until the Heat Shield Kit is installed and any leaking components(s) are replaced. If the daily inspection finds that the thermal blanket has become wet, take the unit out of service.
  - If no components require replacement due to leaking, order the Heat Shield kit as described on page 1 of the CSN. REPEAT THE INSPECTION PROCEDURE WEEKLY until the Heat Shield Kit is installed.
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- If the thermal blanket is dry, there is no evidence of fluid leakage, and the PTO pressure switch and wiring, PTO solenoid and wiring, suction hose, and pressure hose are not damaged from heat and/or abrasion, the unit can remain in service. Order the Heat Shield Kit as described on page 1 of the CSN. REPEAT THE INSPECTION PROCEDURE WEEKLY until the Heat Shield Kit is installed.



## Decision Chart

