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IMPORTANT SAFETY RECALL

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

NHTSA Safety Recall
No. 20V-502

October 12, 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 model year 2015-2017 Navistar International N9 and N10 chassis and equipped with a fixed displacement pump. These units have the possibility of inconsistent engine speed. A sudden change in engine speed can possibly cause sudden speed increases in boom movement resulting in death or serious injury.

Refer to CSN 774 for the items covered under the warranty policy. Altec will supply, free of charge, the necessary part to correct this condition.

In order to determine if your unit is affected by CSN 774, 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 two 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.
Northern Operations
Indianapolis, IN

CSN 774

Customer Service Notice

October 12, 2020

Units Affected: Units installed on model year 2015-2017 Navistar International N9 and N10 chassis and equipped with a fixed displacement pump (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)

Navistar Low Engine Idle

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

Altec has received reports of excessive noise during operation on some Navistar International N9 and N10 chassis. While investigating, Altec discovered an increase in engine RPM and a corresponding increase in boom movement speed. It was determined that the engine programming causes the engine speed to quickly increase to 1,600 RPM when the unit goes into a hydrocarbon (HC) desorb cycle to clear out hydrocarbons in the emissions system. This results in a sudden increase in flow of the fixed displacement hydraulic pump, which can cause the operator to experience an unintended sudden speed increase during boom movement. **Death or serious injury can result from unintended boom acceleration.**

Altec requires a repair to the engine control system to be performed by the end of 2020. The repair will prevent the engine from speeding up when it goes into the HC desorb cycle. This will eliminate the sudden increase in pump flow and the corresponding sudden increase in boom movement speed.

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.

Altec Use Only	
Inspection labor	0.0 hr
Repair labor	2.0 hr
Account #	010.0447.43151.000.9110.000
Travel	Not Included
NHTSA code	18
Prime fail P/N	n/a
Doc ref	Doc134250, Doc134251, Doc134252, Doc134253, Doc134254

Parts Kit	Part Number	Qty	Warranty
Throttle card	065050017	1	Yes