



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-587

October 22, 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 A55E-OC, A77-T, AM50/55, AM55E/60E, AA50E-OC, AA55E, AA60E, AN55E-OC, DH45H/48H/50H, DH45E/48E/50E, DH50B, D2000B/3000B/4000B Series, D3000E Series, and D3000H Units. These units possibly have cap screws that were not manufactured to the Altec specification. The cap screws can fail prematurely possibly causing uncontrolled movement resulting in death or serious injury.

Refer to CSN 778 for the items covered under the warranty policy. Altec will supply, free of charge, replacement cap screws to correct this condition.

In order to determine if your unit is affected by CSN 778, 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 four 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.



# Customer Service Notice

October 22, 2020

Units Affected: A55E-OC, A77-T, AM50/55, AM55E/60E, AA50E-OC, AA55E, AA60E, AN55E-OC, DH45H/48H/50H, DH45E/48E/50E, DH50B, D2000B/3000B/4000B Series, D3000E Series, and D3000H Units (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](http://connect.altec.com/login))

## Rotation Bearing Cap Screw Inspection

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 isolated failures of rotation bearing cap screws on the affected units. Investigation has found that the cap screws in a specific lot were not manufactured to the Altec specification. This could cause them to fail prematurely. Failure of rotation bearing cap screws can cause uncontrolled movement. **Death or serious injury can result from uncontrolled movement.**

Altec requires a visual inspection of the rotation bearing cap screws on the affected units for the cap screw condition and head marking. Use the Inspection Procedure beginning on page 2. The inspection must be done no later than the next regular maintenance interval or 90 days from the receipt of this CSN, whichever comes first.

- On aerial devices, inspect only the outer race cap screws.
- On derricks, inspect both the outer race and inner race cap screws.

If cap screw replacement is required, call 1-877-GO ALTEC (1-877-462-5832) and select Prompt 1 to order the appropriate rotation bearing fastener kit(s) from the chart on page 2.

Altec Use Only	
Inspection labor	0.5 hr
Repair labor	2.0 hr Outer Race 4.0 hr Inner Race
Account #	010.1096.43151.000.9075.000
Travel	Not Included
NHTSA code	98
Prime fail P/N	990874176
Doc ref	074900466

Parts Kit	Part Number	Qty	Warranty
Replacement Fasteners Kit, <b>Outer</b> Race, A55E-OC, A77-T, AM50/55, AM55E/60E, AA50E-OC, AA55E, AA60E, AN55E-OC	970744776	1	Yes
Replacement Fasteners Kit, <b>Outer</b> Race, D2000B/3000B/4000B	990644109	1	Yes
Replacement Fasteners Kit, <b>Inner</b> Race, DH45H/48H/50H, DH45E/48E/50E, DH50B, D2000B/3000B/4000B, D3000E, D3000H	990644108	1	Yes

MODEL	OUTER RACE KIT PART NUMBER	INNER RACE KIT PART NUMBER
A55E-OC, A77-T, AM50/55, AM55E/60E, AA50E-OC, AA55E, AA60E, AN55E-OC	970744776	N/A
DH45H/48H/50H, DH45E/48E/50E, DH50B, D2000B/3000B/4000B Series, D3000E Series, D3000H	990644109	990644108

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 labor to perform this inspection, up to \$180 to perform this repair on the outer race, and up to \$360 for the labor to perform this repair on the inner race. 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.

**Inspection Procedure**

A flashlight may be required for the inspection. Read and understand all steps of the instructions before beginning the procedure.

1. Look at the cap screw heads in the specified rotation bearing race(s) for a 5252 marking below the Altec logo (refer to Figure 1).
2. Perform the following action(s) based on the inspection.
  - If any cap screws in the race are broken, remove the unit from service immediately and replace all the cap screws in that race.
  - If any cap screws in the race have the 5252 head marking and no cap screws are broken, replace all the cap screws in that race no later than the next regular maintenance interval or 90 days from the receipt of this CSN, whichever comes first.
  - If none of the cap screws in the race have the 5252 head marking and no cap screws are broken, the inspection is complete on that race. Complete the Inspection Sheet at the end of this CSN and return it to Altec after the inspection is completed on the outer race of aerial devices and on both races of derricks.



**Figure 1 — 5252 Head Marking**

# CSN 778 Inspection Sheet

Complete this form and return to Altec to document inspection completion only if none of the cap screws have 5252 head stamp.

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

Model	Altec Unit Serial Number	Date Inspected

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

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

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

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

City \_\_\_\_\_ 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.