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IMPORTANT SAFETY RECALL

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

NHTSA Safety Recall
No. 21V-337

July 9, 2021

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 TDA58 aerial devices built from September 2014 to May 2021. Incidents of damage and failure have been reported on the tie down components used on the unit and trailer. A failed tie down point on the unit or trailer can cause the unit to become unstable in transit with the potential to move from the trailer. **Death or serious injury can result from an unsecured unit.**

Refer to CSN 821 for the items covered under the warranty policy. Altec will supply the necessary parts to correct this condition free of charge. Parts may not be immediately available due to supplier backorder.

In order to determine if your unit is affected by CSN 821, 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 requires a welder having the AWS D1.1 3G qualification and is expected to take 3.75 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 821

Customer Service Notice

July 9, 2021

Units Affected: TDA58 aerial devices built from September 2014 to May 2021 (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)

Unit and Trailer Tie Down Updates

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

Some customers have reported damage to and failure of the tie down components used on their unit and trailer. A failed tie down point on the unit or trailer can cause the unit to become unstable in transit with the potential to move from the trailer. **Death or serious injury can result from an unsecured unit.**

Altec has developed an improved tie down system for the affected units and trailers. Updated information describing changes in the use of the tie downs is included with the system for insertion in the Operator's and Maintenance Manuals. The changes include reversing the orientation of the unit on the trailer so the platform is located facing the trailer tongue. Note that this new unit orientation will prevent the use of an LR7 or LR8 Front Mount unit from towing the unit and trailer because the LR boom elbow will interfere with the TDA58 platform. An alternative vehicle with the required towing capacity must be used, such as an LR7 or LR8 Rear Mount or other vehicle that has no structure(s) that will interfere with the platform.

The unit tie down chains or straps must be inspected on all affected units and trailers no later than the next periodic maintenance interval or 30 days from the receipt of this CSN, whichever comes first. Use the Inspection Procedure beginning on page 2. Perform the inspection in a location where the unit and trailer can remain parked until new chains are received if the inspection determines that the unit and trailer must be taken out of service.

If the inspection criteria are not met, the unit must not be transported on the trailer until the new chains kit portion of the tie down system is obtained and utilized. Whether or not the inspection criteria are met, the entire improved tie down system including new tie down chains and unit and trailer modifications must be installed within 90 days of the receipt of this CSN.

Altec Use Only	
Inspection labor	0.5 hr
Repair labor	3.75 hr
Account #	010.1026.43151.945.0000.000
Travel	Not included
NHTSA code	16
Prime fail P/N	N/A
Doc ref	074900779, 074900780, 074900781, 074900782, 074900784

Altec Use Only				
Parts Kit		Part No.	Qty	Warranty
Unit tie down brackets kit		991234567	1	Yes
D-rings kit, Felling trailer		991334120	1	Yes
D-rings kit, Load Trail trailer rev A		991342027	1	Yes
D-rings kit, Load Trail trailer rev B w/o side flanges		991346931	1	Yes
D-rings kit, Load Trail trailer rev B w/ side flanges		991342028	1	Yes
½" chains and binders kit (includes 4 sets)		991329059	1	Yes
½" chains kit (includes 2 chains)		991329149	1 or 2	Yes

The improved tie down system requires the installation of several kits. Follow the Kit Selection Procedure beginning on page 4 to order the proper kits for your unit and trailer.

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 requires the Trailer Update Kit to be installed by a welder having the AWS D1.1 3G qualification for steel and using the GMAW method with ER70S-6 solid core wire.

An Altec Mobile Service technician can perform the inspection but is not able to perform the repair. Altec will perform the work for free at an Altec facility. If the customer or the customer's warranty provider performs the work, 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 the inspection and up to \$337.50 for the labor to perform the repair. Call 1-877-GO ALTEC (1-877-462-5832) option 3 to schedule the inspection to be done by an Altec mobile service technician, or option 2 to schedule the inspection and/or repair to be done at an Altec facility. Customers are responsible for the travel costs of an Altec Mobile Service technician if the technician performs the inspection at the owner's location.

Inspection Procedure

No mechanic's hand tools are required for this procedure. A white paint stick and a digital caliper may be required. Read and understand all steps of the instructions before beginning the procedure.

1. Position the trailer and tow vehicle on a level surface in a location where the trailer and unit can remain parked if the inspection criteria are not met. Apply the parking brake and turn off the engine on the tow vehicle. Remove the keys from the ignition on the tow vehicle and on the unit and secure them. Chock the wheels on the tow vehicle. Follow your employer's vehicle lockout/tagout procedure.
2. Determine the type of tie downs used to restrain the unit on the trailer.
 - If the unit is restrained with $\frac{3}{8}$ " link diameter steel chains, proceed to step 3.
 - If the unit is restrained with $\frac{1}{2}$ " link diameter steel chains, proceed to step 4.
 - If the unit is restrained with fabric straps, proceed to step 5.
3. Release the binder on one of the $\frac{3}{8}$ " chains connected at either end of the unit. Remove the chain and stretch it out straight on a flat surface. Inspect each link in the chain according to the criteria shown in Figure 1. Examples of certain defects are shown in Figures 2 and 3. If no defect is found in the first chain, repeat this step with each remaining chain, stopping if a defect is found.
 - If a defect is found in a chain, stop the inspection procedure. The unit must not be transported on the trailer using the current chains. Take the unit and trailer out of service, and discard the four $\frac{3}{8}$ " chains and binders. Proceed to the Kit Selection Procedure to select and order the three kits specified for installation of the improved tie down system. When the kits are received, return the unit to service using the new $\frac{1}{2}$ " chains and binders in the chains and binders kit to secure the unit on the trailer for transport. Schedule the installation of the unit and trailer kits at a service facility.
 - If no defect is found in any of the chains, reattach the chains to the unit and secure the binders. The unit can remain in service while awaiting installation of the improved tie down system. Proceed to the Kit Selection Procedure.

An alloy steel chain sling shall be removed from service if any of the following conditions are present:

- Cracks or breaks.
- Excessive wear, nicks, or gouges. Minimum thickness on chain links shall not be less than 0.342" on $\frac{3}{8}$ " chain or 0.443" on $\frac{1}{2}$ " chain.
- Stretched, bent, twisted, or deformed chain links.
- Excessive pitting or corrosion.
- Lack of ability of chain links or hooks to hinge (articulate) freely.
- Weld splatter.

Figure 1 – ASME B30.9 Alloy Chain Removal Criteria

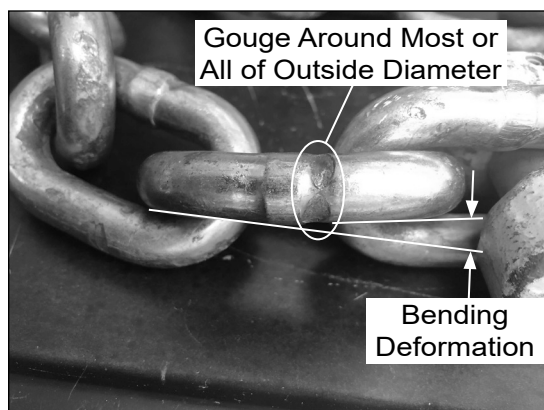


Figure 2 – Gouged and Bent Link

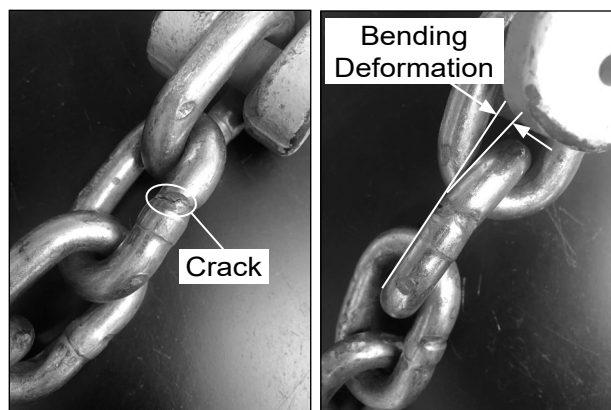


Figure 3 – Cracked and Bent Link

4. Release the binder on one of the $\frac{1}{2}$ " chains connected at either end of the unit. Remove the chain and stretch it out straight on a flat surface. Inspect each link in the chain according to the criteria shown in Figure 1. Examples of certain defects are shown in Figures 2 and 3. If no defect is found in the first chain, write "G" on the hook at each end with a white paint stick. If a defect is found, write "X" on the hook at each end with the paint stick. Repeat this step with each remaining chain.

- If a defect is found in one or two of the chains, the unit must not be transported on the trailer using the defective chains. Take the unit and trailer out of service. Keep two chains marked with "G" and discard the two remaining chains. Proceed to the Kit Selection Procedure to select and order the three kits specified for installation of the improved tie down system. When the kits are received, return the unit to service using the two new chains in the chains kit to secure the front of the unit to the trailer and use the two current chains marked with "G" to secure the rear of the unit to the trailer for transport. Schedule the installation of the unit and trailer kits at a service facility.
- If a defect is found in three or all four of the chains, the unit must not be transported on the trailer using the defective chains. Take the unit and trailer out of service. Discard all four chains. Proceed to the Kit Selection Procedure to select and order the four kits specified for installation of the improved tie down system. When the kits are received, return the unit to service using the four new chains in the two chains kits to secure the unit to the trailer for transport. Schedule the installation of the unit and trailer kits at a service facility.
- If no defect is found in any of the chains, reattach the chains to the unit and secure the binders. The unit can remain in service while awaiting installation of the improved tie down system. Proceed to the Kit Selection Procedure.

5. Release the ratchet on one of the straps connected at either end of the unit. Remove the strap and stretch it out straight on a flat surface. Inspect the webbing of the strap for damage in 6" long intervals along the length (refer to Figures 4 through 6). If no defect is found in the first strap, repeat this step with each remaining strap, stopping if a defect is found.

- If a defect is found in a strap, stop the inspection procedure. The unit must not be transported on the trailer using the current straps. Take the unit and trailer out of service, and discard the four straps and ratchets. Proceed to the Kit Selection Procedure to select and order the three kits specified for installation of the improved tie down system. When the kits are received, return the unit to service using the new $\frac{1}{2}$ " chains and binders in the chains and binders kit to secure the unit on the trailer for transport. Schedule the installation of the unit and trailer kits at a service facility.
- If no defect is found in any of the straps, reattach the straps to the unit and secure the ratchets. The unit can remain in service while awaiting installation of the improved tie down system. Proceed to the Kit Selection Procedure.

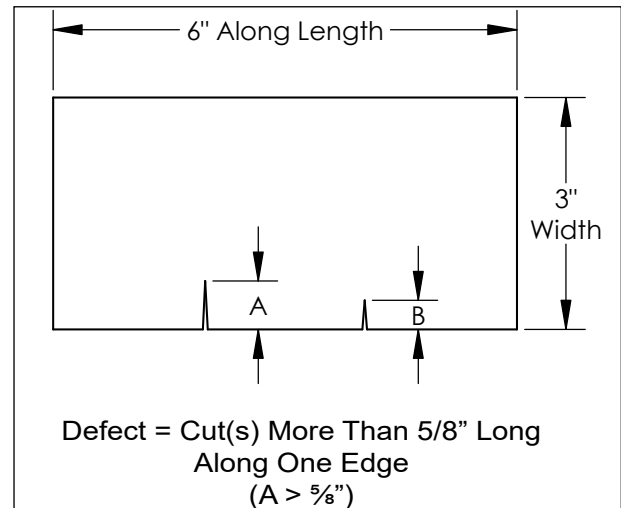


Figure 4 – Strap with Cut(s) Along One Edge

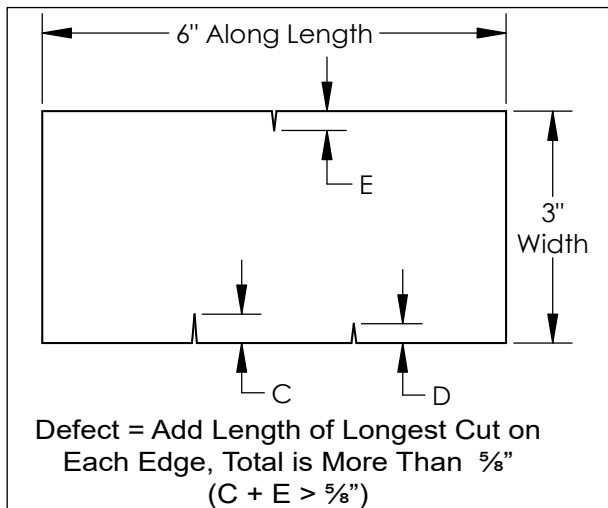


Figure 5 – Strap with Cut(s) Along Both Edges

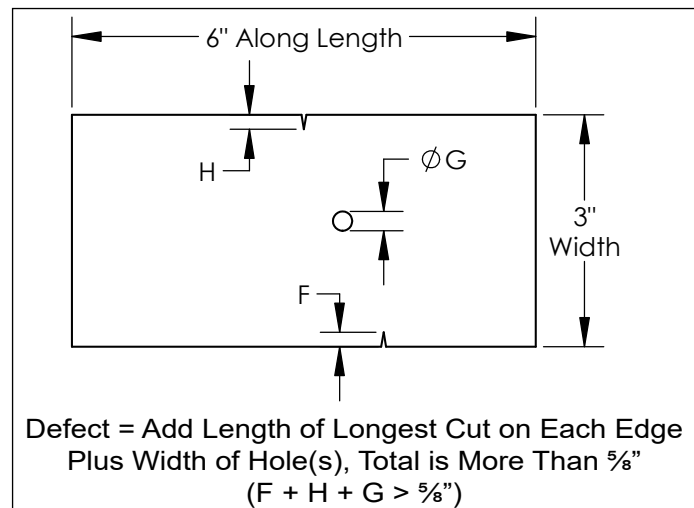


Figure 6 – Strap with Edge Cut(s) and Hole(s)

Kit Selection Procedure

1. Use steps 2 through 4 to determine the kit part numbers and quantities required. Mark the identified requirements in Figure 10. Order the required kits as specified in step 5.
2. The TDA58 unit requires one Unit Tie Down Brackets Kit, part number 991328731 regardless of date of manufacture, trailer type, and tie down components present.

3. The trailer used with the TDA58 unit requires one D-ring modification kit. The proper kit part number depends on the type of trailer. A trailer that was provided by Altec will be one of four types as shown in steps a and b. The action for any other type of trailer is shown in step c.
 - a. A Felling Trailer brand tandem axle trailer requires the D-Rings Kit for Felling Trailer, part number 991334120.
 - b. A Load Trail brand three-axle trailer will be one of three types which require different kits as described below.
 1. On a Revision A trailer, the angled tongue frame rails are inset from the front corners of the stationary cargo deck and the D-ring mounting plates overhang beyond the outboard side of the cargo deck frame rails (refer to Figure 7). This type of trailer requires the D-Rings Kit for Load Trail Trailer Revision A, part number 991342027.
 2. On a Revision B trailer without side flanges, the angled tongue frame rails connect at the corners of the stationary cargo deck and the D-ring mounting plates are centered on the top plate width of the cargo deck frame rails which do not have side flanges installed on them (refer to Figure 8). This type of trailer requires the D-Rings Kit for Load Trail Trailer Revision B Without Side Flanges, part number 991346931.
 2. On a Revision B trailer with side flanges, the angled tongue frame rails connect at the corners of the stationary cargo deck and the D-ring mounting plates are centered on top of side flanges that are installed over the top plates of the cargo deck frame rails (refer to Figure 9). This type of trailer requires the D-Rings Kit for Load Trail Trailer Revision B With Side Flanges, part number 991342028.
 - c. If the trailer is not one of the four types described above, Call 1-877-GO ALTEC (1-877-462-5832) option 4 for Altec Technical Support.

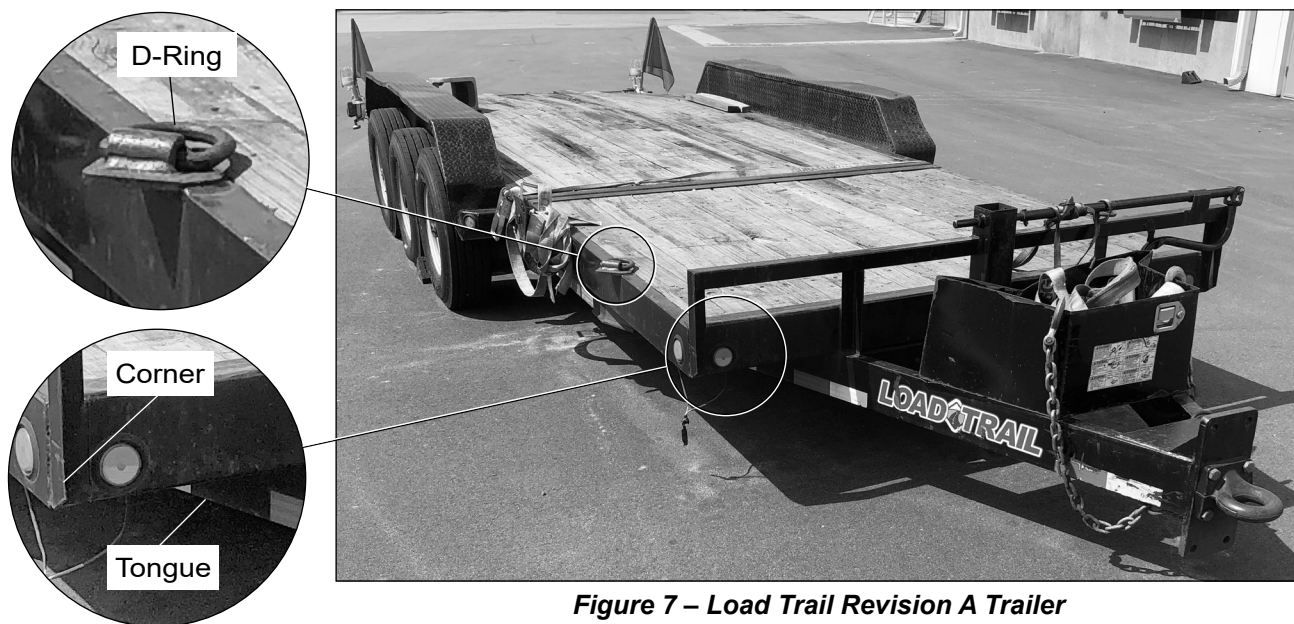


Figure 7 – Load Trail Revision A Trailer

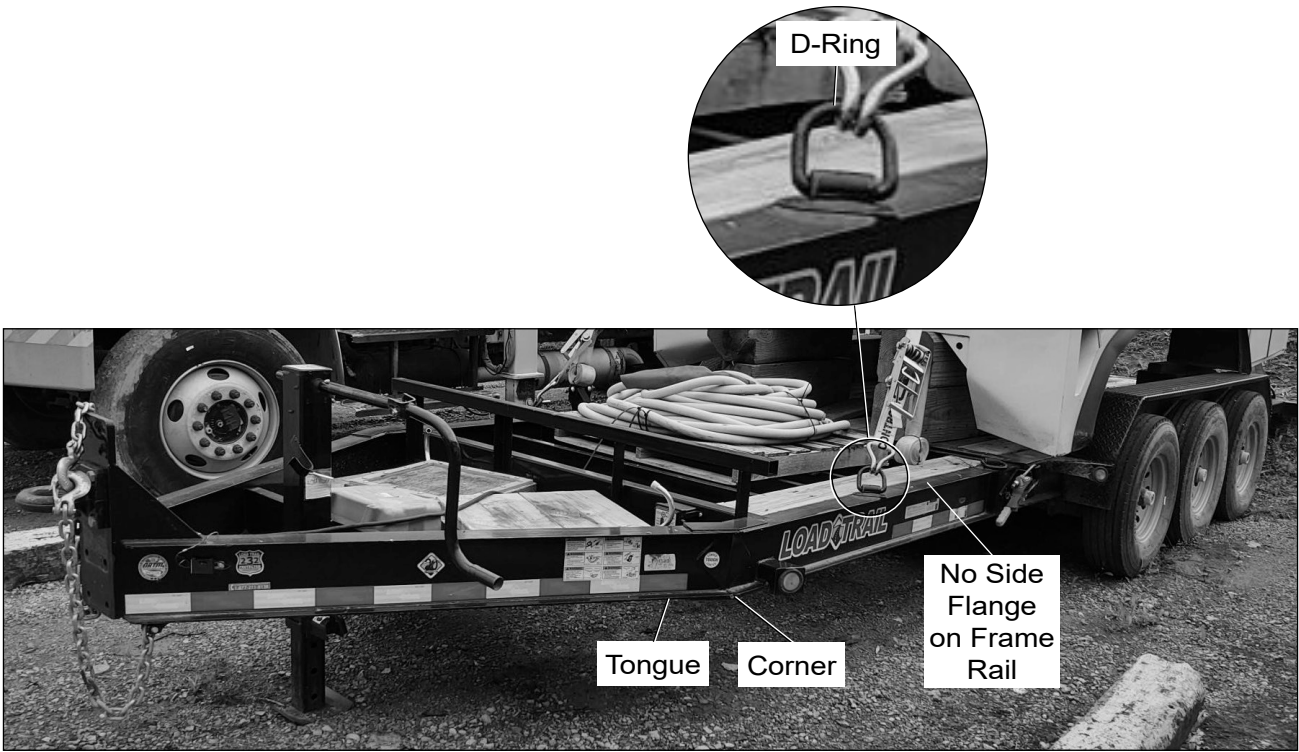


Figure 8 – Load Trail Revision B Trailer Without Side Flanges

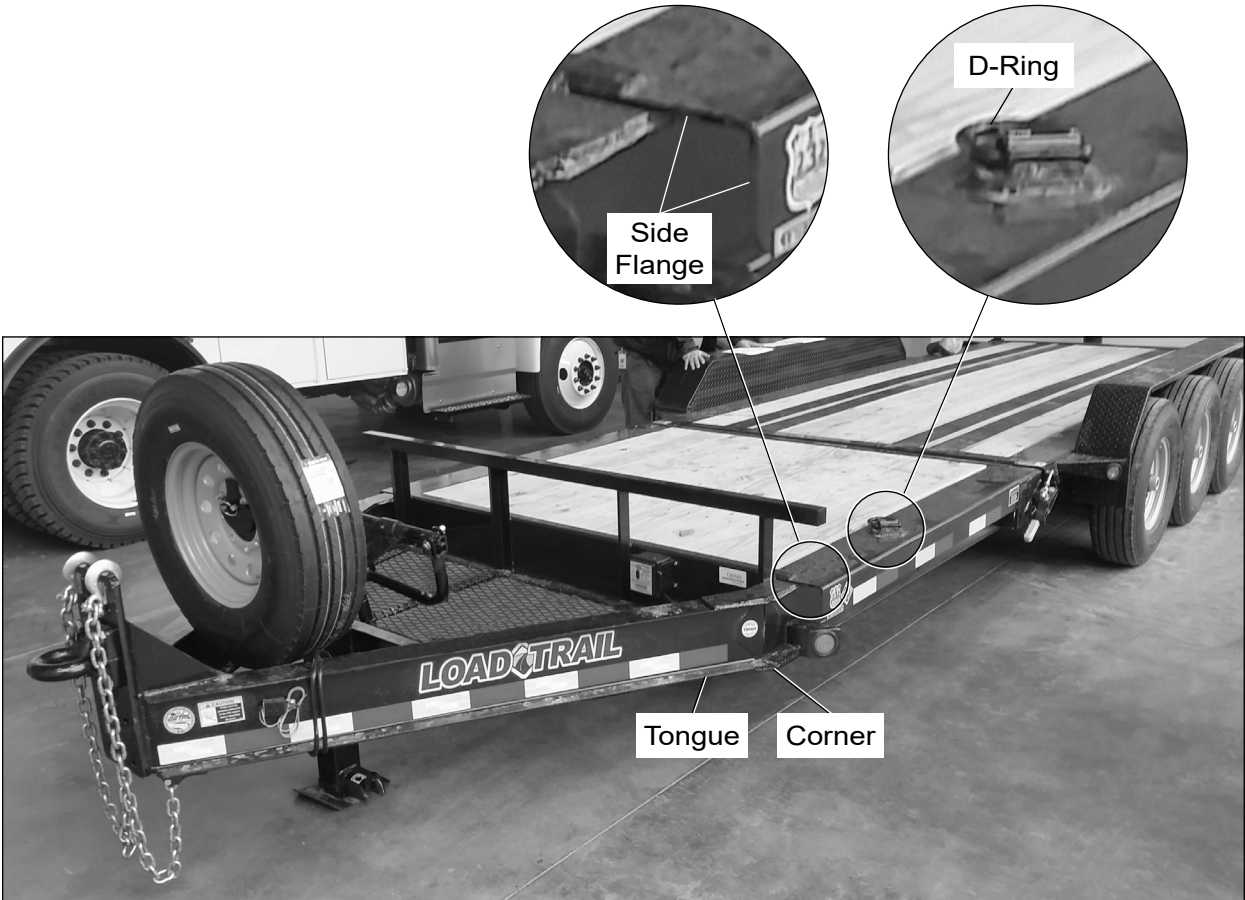


Figure 9 – Load Trail Revision B Trailer With Side Flanges

4. The current tie down straps or chains require updating with one or two kits as determined below.
- If the unit has either ratcheting load straps or $\frac{3}{8}$ " chain and load binders with $\frac{3}{8}$ " hooks, it requires one $\frac{1}{2}$ " Chains and Binders Kit, part number 991329059. This kit contains four 90 $\frac{1}{4}$ " long $\frac{1}{2}$ " chains and four ratcheting load binders with $\frac{1}{2}$ " hooks.
 - If the unit has $\frac{1}{2}$ " chains and load binders with $\frac{1}{2}$ " hooks, it requires either one or two of the $\frac{1}{2}$ " Chains Kit, part number 991329149. This kit contains two 90 $\frac{1}{4}$ " long $\frac{1}{2}$ " chains. The quantity of kits required is determined below, based on the results of step 4 of the Inspection Procedure.
 - If the inspection did not find a defect in any of the four current $\frac{1}{2}$ " chains, one kit is required to replace the two current 72" long $\frac{1}{2}$ " chains at the front end of the unit with 90 $\frac{1}{4}$ " long $\frac{1}{2}$ " chains. The two current 72" long $\frac{1}{2}$ " chains at the rear end of the unit will be reused.
 - If the inspection found a defect in one or two of the current $\frac{1}{2}$ " chains, one kit is required to provide two 90 $\frac{1}{4}$ " long $\frac{1}{2}$ " chains for use at the front end of the unit. Two current 72" long $\frac{1}{2}$ " chains that passed the inspection will be reused at the rear end of the unit.
 - If the inspection found defects in three or all four of the current $\frac{1}{2}$ " chains, two kits are required to replace all four of the chains with 90 $\frac{1}{4}$ " long $\frac{1}{2}$ " chains.
5. Call 1-877-GO ALTEC (1-877-462-5832) option 1 to order the proper kit part number and quantity in each of the three categories as selected in steps 2 through 4 and marked in Figure 10. The kits must be installed within 90 days of the receipt of this CSN.

Category	Kit Selection Step	Description	Part Number	Qty	Mark One Selection in Each Category
Unit	2	Unit Tie-Down Brackets Kit	991328731	1	X
Trailer D-Rings	3.a.	D-Rings Kit for Felling Trailer	991334120	1	
	3.b.1.	D-Rings Kit for Load Trail Trailer Rev. A	991342027	1	
	3.b.2	D-Rings Kit for Load Trail Trailer Revision B Without Side Flanges	991346931	1	
	3.b.3	D-Rings Kit for Load Trail Trailer Revision B With Side Flanges	991342028	1	
	3.c.	Unspecified	Per Altec Service Engineering	-	
Chains and Binders	4.a.	$\frac{1}{2}$ " Chains and Binders Kit	991329059	1	
	4.b.1.	$\frac{1}{2}$ " Chains Kit	991329149	1	
	4.b.2	$\frac{1}{2}$ " Chains Kit	991329149	1	
	4.b.3	$\frac{1}{2}$ " Chains Kit	991329149	2	

Figure 10 – Kit Summary (Order One Part Number from Each Category as Selected in Steps 2 through 4)

6. When installing the chains to secure the unit to the trailer for transport, the grab hooks on the chain binder must not be allowed to contact the slip hooks (hooks with spring-loaded latches) on the tie down chains (refer to Figures 11 and 12). Improper link contact is likely to happen when the binder hook is connected to the second link from the slip hook. The chain installation requirement is stated in an insert that will be added to the Operator's and Maintenance Manuals and on new Warning placards that will be added to the trailer as part of the tie down system updates.

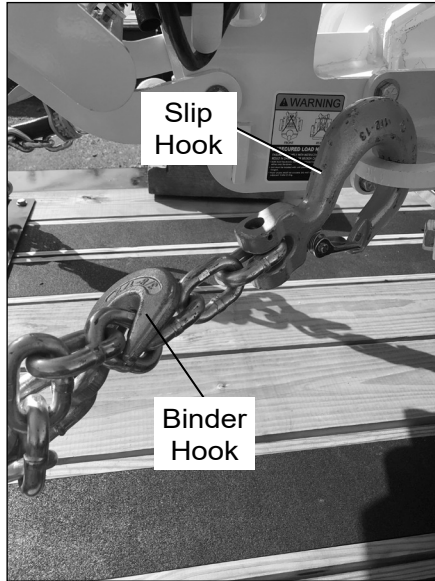


Figure 11 – Correct Hook Engagement

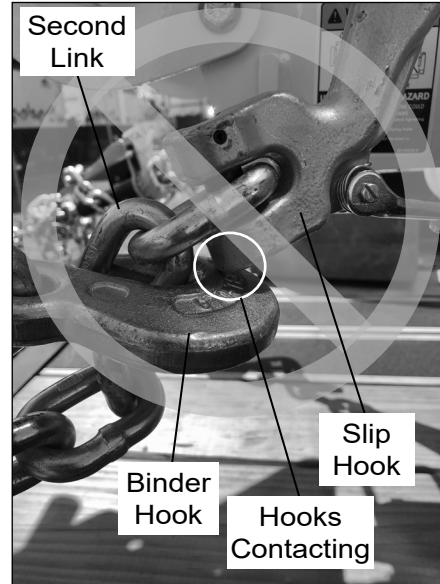


Figure 12 – Incorrect Hook Engagement