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IMPORTANT SAFETY RECALL

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

NHTSA Safety Recall
No. 21V-409

July 29, 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 A65, A70, A75, A72-T, A77-T, A77T-E93, A72T-E88, A65-E82, and A82-T aerial devices built from June 2005 to May 2021. The controller interlock on these units could remain shifted in cold weather conditions causing uncontrolled movement. **Death, serious injury, and/or property damage could result from uncontrolled movement.**

In order to determine if your unit is affected by this CSN, compare the serial number of your unit with the list of affected units attached to the notice. Refer to attached notice for the items covered under the warranty policy. Parts may not be immediately available due to supplier backorder. 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.

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.

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.

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.

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).

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.
Midwest Operations
Saint Joseph, MO

CSN 823

Customer Service Notice

July 29, 2021

Units Affected: Certain A65, A70, A75, A72-T, A77-T, A77T-E93, A72T-E88, A65-E82, and A82-T aerial devices built from June 2005 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)

Overcenter Blocking Valve Update

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

Altec has discovered that in extreme cold weather conditions, high boom tip tank pressure can backfeed to the overcenter blocking valve on affected units. This could cause the blocking valve to build pressure in the lower boom lower and upper boom raise pilot lines. This pressure could cause the spools to remain shifted after the controller interlock is released. This could cause the boom(s) to continue moving when the controller interlock is not engaged. **Death, serious injury, and/or property damage could result from uncontrolled movement.**

Altec requires an update kit, part number 991341507, to be installed within 120 days from the receipt of this CSN or before the unit is used in cold weather conditions, whichever comes first. Call 1-877-GO ALTEC (1-877-462-5832) option 1 to order the update kit.

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 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 \$180 for the labor to perform the repair.

Call 1-877-GO ALTEC (1-877-462-5832) option 3 to schedule the work to be done by an Altec mobile service technician or option 2 to schedule the work 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 repair at the owner's location.

Altec Use Only	
Inspection labor	0.0 hr
Repair labor	2.00 hr
Account #	010.1093.43151.000.9159.000
Travel	Not included
NHTSA code	98
Prime fail P/N	970027433, 970027434
Doc ref	074900777

Altec Use Only			
Parts Kit	Part No.	Qty	Warranty
Overcenter blocking valve update kit	991341507	1	Yes
Drain pan	970699618	1	Yes
Funnel	991141312	1	Yes