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Birmingham, AL 35242

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IMPORTANT SAFETY RECALL

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

NHTSA Safety Recall
No. 21V-464

July 22, 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 AT200A and AT235/235P aerial devices built from November 2020 to May 2021. These units may have Grade 5 pedestal mounting screws instead of the required Grade 8 cap screws. Grade 5 cap screws, as installed, may be overstressed in this application. This could result in cap screw failure and ultimately in separation of the pedestal from the mounting frame. **Death or serious injury can result from pedestal separation.**

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.

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 is expected to take 3 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.
 Elizabethtown Operations
 Elizabethtown, KY

CSN 825

Customer Service Notice

July 22, 2021

Units Affected: AT200A and AT235/235P aerial devices built from November 2020 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)

Pedestal Mounting Fasteners Inspection

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 Grade 5 pedestal mounting cap screws may have been installed instead of the required Grade 8 cap screws on the affected units. Grade 5 cap screws, as installed, may be overstressed in this application. This could result in cap screw failure and ultimately in separation of the pedestal from the mounting frame. **Death or serious injury can result from pedestal separation.**

The pedestal mounting cap screws must be inspected on all affected units 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.

If the inspection discovers any Grade 5 pedestal mounting cap screws, the fasteners must be inspected as part of the preoperational inspection at the beginning of each work shift until they have been replaced. The inspection must check that all the cap screws are intact and secure. If any damaged, loose, or missing cap screws are identified, the unit must be taken out of service until the cap screws have been replaced.

Grade 5 pedestal mounting fasteners must be replaced with Grade 8 cap screws within 30 days of the inspection. Call 1-877-GO ALTEC (1-877-462-5832) and press 1 to order the Pedestal Mounting Fasteners Kit, part number 991350603. Install the kit upon receipt.

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 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 \$270 for the labor to perform the repair. Call 1-877-GO ALTEC (1-877-462-5832)

Altec Use Only	
Inspection labor	0.5 hr
Repair labor	3.0 hr
Account #	010.0557.43151.000.9167.000
Travel	Not included
NHTSA code	98
Prime fail P/N	N/A
Doc ref	074900786

Altec Use Only			
Parts Kit	Part No.	Qty	Warranty
Pedestal mounting fasteners kit (set of 4)	991350603	1	Yes

and press 3 to schedule the work to be done by an Altec mobile service technician or press 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 work at the owner's location.

Inspection Procedure

Normal mechanic's hand tools and a flashlight, creeper, clean cloth or paper towel, and permanent felt-tip marker are required for this procedure. A digital camera may also be required. Read and understand all steps of the instructions before beginning the procedure.

1. Position the unit on a level surface. Apply the parking brake and turn off the engine. Remove the key from the ignition and secure it. Chock the wheels. Follow your employer's vehicle lockout/tagout procedure.
2. Wear a face shield or goggles for protection during overhead work under the chassis.
3. Slide under either side of the chassis on a creeper to access the area under the pedestal (refer to Figure 1).

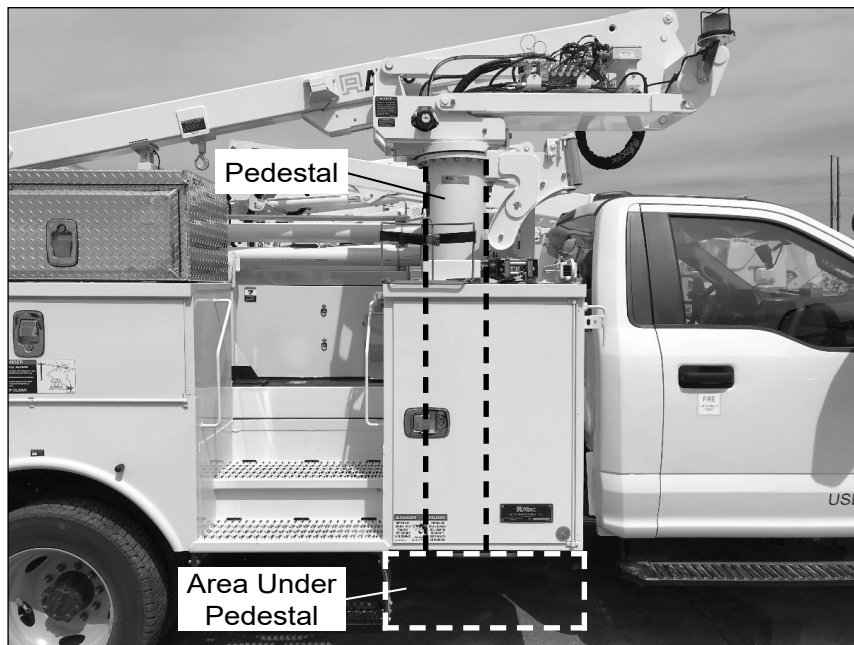


Figure 1 – Accessing Area Under Pedestal

4. Find the heads of the $\frac{3}{4}$ -10 cap screws on the bottom of the pedestal mounting frame which are installed vertically to attach the pedestal to the mounting frame. There are 10 cap screws on an AT200A cutaway van unit and 4 cap screws on all other units (refer to Figures 2 through 4). A metal tab is bent over each cap screw head (refer to Figure 5)
 - On a gas chassis, the cap screw locations are readily visible.
 - On a diesel chassis, a DEF tank is located under the pedestal, making access to the cap screws more difficult but still possible without removing the DEF tank (refer to Figures 6 through 8).



Figure 2 – AT235/235P Pedestal Mounting Frame



Figure 3 – AT200A Non-Van Pedestal Mounting Frame

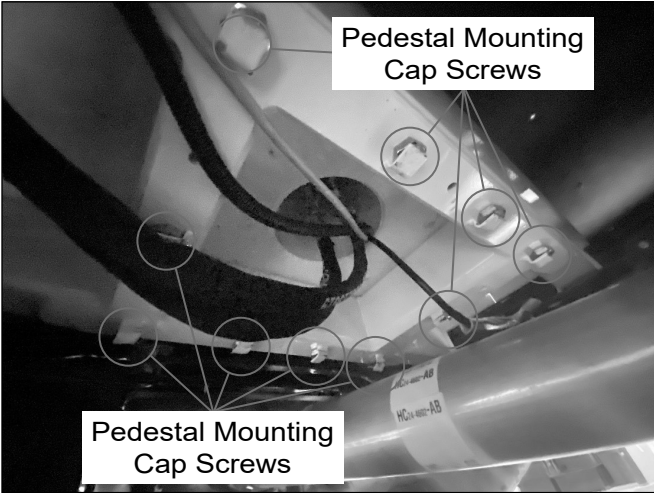


Figure 4 – AT200A Cutaway Van Pedestal Mounting Frame

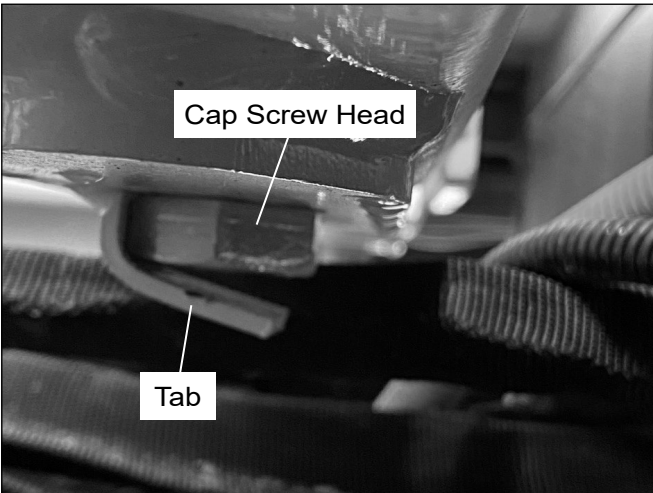


Figure 5 – Tab Over Cap Screw Head

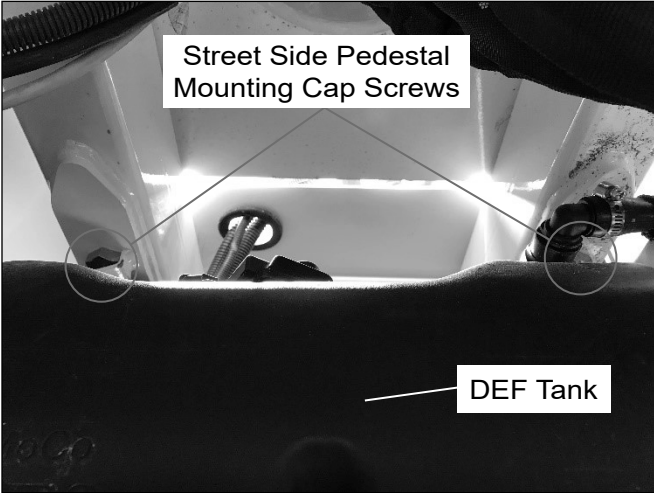


Figure 6 – AT200A with DEF Tank, Street Side View



Figure 7 – AT200A with DEF Tank, Curb Side View



Figure 8 – AT235/235P with DEF Tank

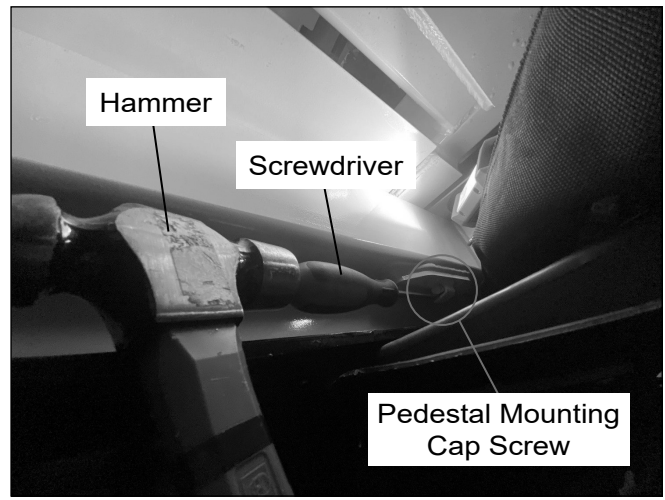


Figure 9 – Wedging Tool Under Tab

5. Insert a large flat head screwdriver or a pry bar under the tab below one cap screw head. Tap the end of the screwdriver or pry bar with a hammer to wedge it deeper under the tab (refer to Figure 9).
6. Use the screwdriver or pry bar to bend the tab away from the cap screw head until the markings on the head are clearly visible. (These tabs are used to retain the cap screws during the manufacturing process, and they do not need to be bent back over the heads after inspection.)
7. Use a flashlight to visually inspect that the cap screw is intact and secure. Manually try to wiggle the head to check for damage or looseness. Look at the grade markings on the cap screw head or use a camera to take a picture of the head and review the grade markings on the picture.
 - A Grade 5 cap screw has three evenly spaced radial lines on the head (refer to Figure 10).
 - A Grade 8 cap screw has six evenly spaced radial lines on the head (refer to Figure 11).

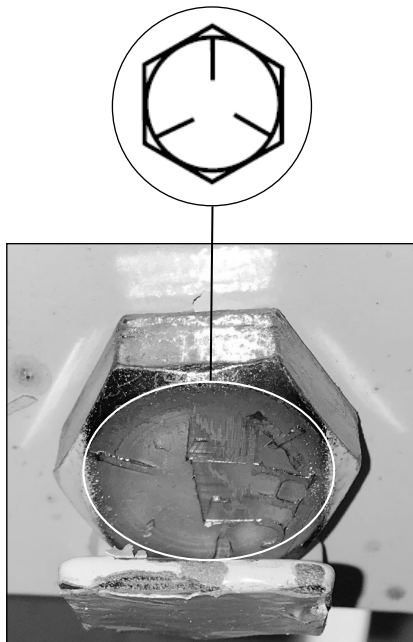


Figure 10 – Grade 5 Head Marking

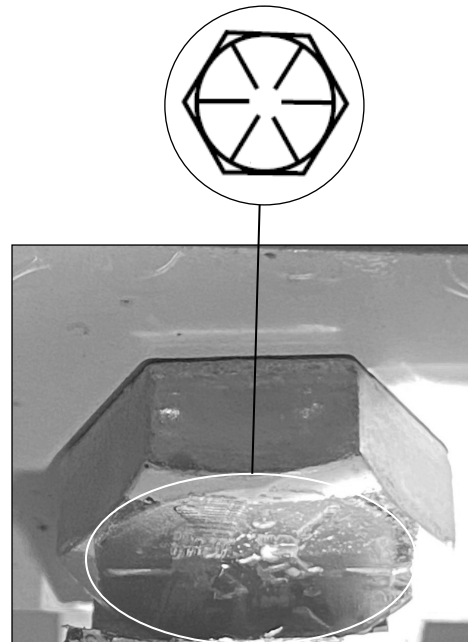


Figure 11 – Grade 8 Head Marking

8. Use a clean cloth or paper towel to wipe off a small area on the mounting frame next to the cap screw that was just inspected. Using a permanent felt-tip marker, write the inspection result in this area as “5” for Grade 5, “8” for Grade 8, or “X” for damaged, loose, or missing.
9. Repeat steps 5 through 8 for each of the remaining pedestal mounting cap screws.
10. Count the number of cap screws identified as Grade 5, Grade 8, and damaged, loose, or missing. Record the quantities below.
 Grade 5 quantity _____ Grade 8 quantity _____ Damaged/Loose/Missing _____
11. Review the inspection results and take the appropriate action.
- If all of the pedestal mounting cap screws are Grade 8, the unit has passed the inspection.
 - a. Leave all the tabs bent away from the cap screw heads.
 - b. Put the unit back into service.
 - c. Complete the Inspection Sheet at the end of the SIL and return it to Altec.
 - If all the pedestal mounting cap screws are present and tight but one or more are Grade 5, the unit has not met the inspection criteria.
 - a. Leave all the tabs bent away from the cap screw heads.
 - b. Call 1-877-GO ALTEC (1-877-462-5832) and press 1 to order the Pedestal Mounting Fasteners Kit, part number 991350603. Order the quantity of kit(s) shown below based on the number of Grade 5 cap screws found.
 - 1 to 4 Grade 5 cap screws require 1 kit.
 - 5 to 8 Grade 5 cap screws require 2 kits.
 - 9 or 10 Grade 5 cap screws require 3 kits.
 - c. Install the kit(s) within 30 days of the inspection.
 - d. Until the kit(s) have been installed, inspect the pedestal mounting cap screws as part of the preoperational inspection at the beginning of each work shift. Check that all the cap screws are intact and secure. If any damaged, loose, or missing cap screws are identified, take the unit out of service until all the cap screws have been replaced. On an AT200A cutaway van, replacement of all the cap screws will require three kits.
 - e. Do not complete the Inspection Sheet at the end of the SIL
 - If any of the pedestal mounting cap screws Grade 5 and one or more are damaged, loose, or missing, the unit has not met the inspection criteria.
 - a. Leave all the tabs bent away from the cap screw heads.
 - b. Call 1-877-GO ALTEC (1-877-462-5832) and press 1 to order the Pedestal Mounting Fasteners Kit, part number 991350603. Order the quantity of kit(s) shown below based on the number of cap screws in the pedestal mounting bolt pattern.
 - 4-bolt pattern requires 1 kit.
 - 10-bolt pattern requires 3 kits.
 - c. Install the kit(s) within 30 days of the inspection.
 - d. Take the unit out of service until all the cap screws have been replaced.
 - e. Do not complete the Inspection Sheet at the end of the SIL

CSN 825 Pedestal Mounting Fasteners Inspection Sheet

Complete this form and return to Altec to document inspection completion.

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/
 1. Select Equipment
 2. Select Altec Product Notices
 3. Select Report a Completed APN
- Scan and Email to 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 through Altec Connect.

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.