



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. 21V-722

November 15, 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 LS87 aerial devices built from June 2016 to June 2021. Washers on the outer race rotation bearing cap screws may overlap the adjacent weld. Interference with weld under the washer can cause the cap screw to fail. The failure of rotation bearing cap screws can cause uncontrolled movement. **Death or serious injury can 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 the attached notice for the items covered under the warranty policy. The inspection can be performed by the customer. The repair must be performed by Altec. Contact Altec at 1-877-GO-ALTEC (1-877-462-5832) for further assistance. The inspection is expected to take up to one hour to complete. The repair is expected to take from four to 24 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.  
HiLine Operations  
Duluth, MN

CSN 833

# Customer Service Notice

November 15, 2021

Units Affected: LS87 aerial devices built from June 2016 to June 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](https://connect.altec.com/login))

## Rotation Bearing Washer 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 learned there can be the potential for washers on the outer race rotation bearing cap screws to overlap the adjacent weld on the affected units. Interference with weld under the washer can cause the cap screw to fail. The failure of rotation bearing cap screws can cause uncontrolled movement. **Death or serious injury can result from uncontrolled movement.**

Altec requires the inspection of the washers on the outer race rotation bearing cap screws to determine if weld interference is present. Use the Inspection Procedure beginning on page 2. The inspection must be completed no later than the next regular maintenance interval or 30 days from the receipt of this CSN, whichever comes first.

If no weld interference is found, no further action is required. If weld interference is found on only one washer, schedule Altec Service to repair the unit within 60 days, and put the unit back into service. If weld interference is found on more than one washer, take the unit out of service, and schedule Altec Service to repair the unit.

This inspection and repair are covered under the Altec Warranty Policy. The inspection can be performed by Altec, the customer, or the customer's warranty provider. If the customer or the customer's warranty provider performs the inspection, a warranty claim must be submitted to be reimbursed for the cost of the labor. Altec will allow up to \$90 for the labor to perform the inspection. The repair must be performed by Altec. Depending on the extent of the repair, it may be able to be performed by an Altec Mobile Service technician, or it may need to be done at an Altec facility. Altec will perform the inspection and repair for free at an Altec facility.

| Altec Use Only   |                             |
|------------------|-----------------------------|
| Inspection labor | 1.0 hr                      |
| Repair labor     | Minor 4.0 hr, Major 24.0 hr |
| Account #        | 010.0953.43151.739.0000.000 |
| Travel           | Not included                |
| NHTSA code       | 98                          |
| Prime fail P/N   | 990573807                   |
| Doc ref          | N/A                         |

| Altec Use Only                           |           |     |          |
|--|-----------|-----|----------|
| Description                              | Part No.  | Qty | Warranty |
| Outer race field repair kit              | 991417011 | 1   | Yes      |
| Outer race rotation bearing hardware kit | 990644109 | 1   | Yes      |
| Pedestal riser replacement kit           | 991417008 | 1   | Yes      |

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 not responsible for the travel costs of an Altec Mobile Service technician if the technician performs the repair at the owner's location following initial inspection by the customer. Customers are responsible for the travel costs of an Altec Mobile Service technician if the technician performs the initial inspection at the owner's location.

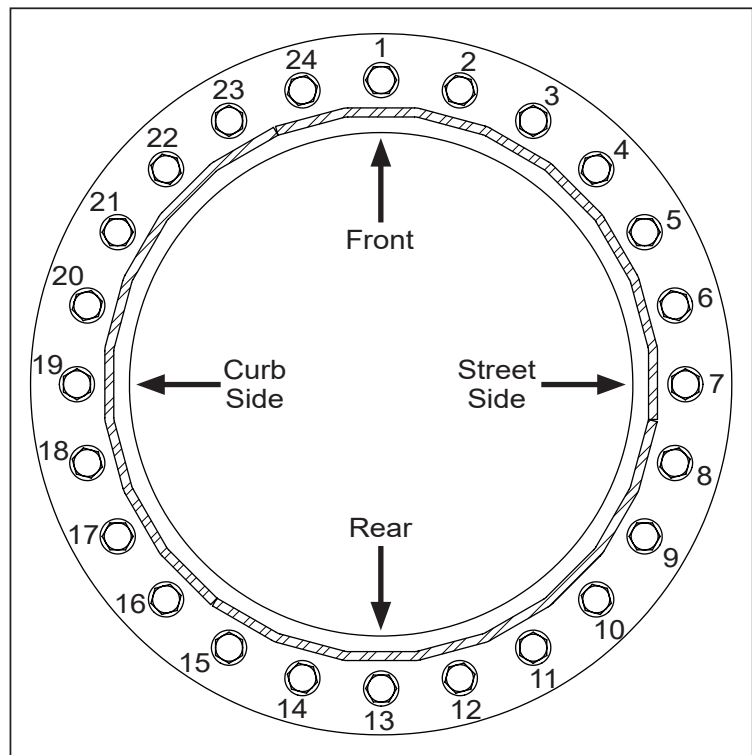
### Inspection Procedure

A flashlight or work light is required for this inspection. Read and understand all steps of the instructions before beginning the procedure.

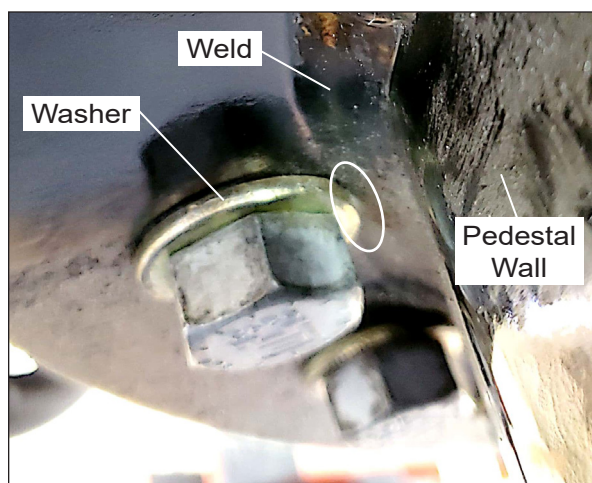
1. Position the unit on a level surface, apply the parking brake, and turn off the engine. Remove the key from the ignition, and secure it following your employer's vehicle lockout/tagout procedure. Chock the wheels.
2. Locate the rotation bearing outer race mounting cap screws and washers under the top plate of the pedestal (refer to Figure 1).
3. Using a flashlight or work light, look closely at the washer shown as number 1 in Figure 2 to determine if the washer is overlapping the weld next to the pedestal wall (refer to Figures 3 and 4). Mark Figure 5 to indicate the inspection result for this washer.



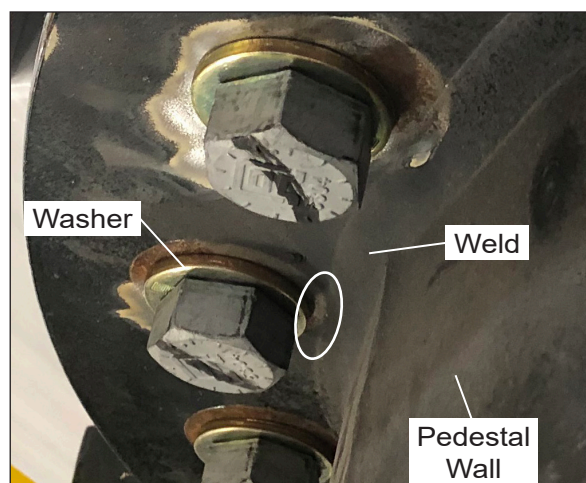
**Figure 1 — Outer Race Rotation Bearing Cap Screws and Washers**



**Figure 2 — Outer Race Washer Numbering Pattern (Bottom View)**



**Figure 3 — Washer Overlapping Weld**



**Figure 4 — Washer Not Overlapping Weld**

| Washer | Overlapping Weld |    | Washer | Overlapping Weld |    |
|--------|------------------|----|--------|------------------|----|
| 1      | Yes              | No | 13     | Yes              | No |
| 2      | Yes              | No | 14     | Yes              | No |
| 3      | Yes              | No | 15     | Yes              | No |
| 4      | Yes              | No | 16     | Yes              | No |
| 5      | Yes              | No | 17     | Yes              | No |
| 6      | Yes              | No | 18     | Yes              | No |
| 7      | Yes              | No | 19     | Yes              | No |
| 8      | Yes              | No | 20     | Yes              | No |
| 9      | Yes              | No | 21     | Yes              | No |
| 10     | Yes              | No | 22     | Yes              | No |
| 11     | Yes              | No | 23     | Yes              | No |
| 12     | Yes              | No | 24     | Yes              | No |

**Figure 5 — Washer Inspection Results**

4. Repeat step 3 for each washer, proceeding clockwise one at a time as viewed from the bottom.
5. Review the inspection results.
  - If none of the washers overlap the adjacent weld, put the unit back into service. Complete the Inspection Sheet at the end of the CSN and return it to Altec.
  - If only one washer overlaps the adjacent weld, call 1-877-GO ALTEC (1-877-462-5832) option 3 to schedule the repair to be done by an Altec Mobile Service technician or option 2 to schedule the repair to be done at an Altec facility. The repair must be completed within 60 days. Put the unit back into service while awaiting the repair. Do not complete the Inspection Sheet at the end of the CSN. Completion of the CSN will be documented when the repair is complete.
  - If two or more washers overlap the adjacent weld, take the unit out of service until repair is completed. Call 1-877-GO ALTEC (1-877-462-5832) option 3 to schedule the repair to be done by an Altec Mobile Service technician or option 2 to schedule the repair to be done at an Altec facility. Do not complete the Inspection Sheet at the end of the CSN. Completion of the CSN will be documented when the repair is complete.

## **THIS PAGE IS FOR ALTEC USE ONLY**

### **Altec Service Procedure for Ordering and Using CSN 833 Repair Kits**

1. If step 5 of the Inspection Procedure determined the unit has outer race washer(s) that overlap the adjacent weld, order one each of the following kits and schedule their implementation.
  - Outer Race Field Repair Kit, part number 991417011
  - Outer race rotation bearing hardware kit, part number 990644109
2. Follow the work instructions in the 991417011 kit to inspect the size and length parameters for the weld under the pedestal top plate.
  - If the weld conforms to the requirements, complete the implementation of the 991417011 kit and 990644109 kit according to the work instructions.
  - If the weld does not conform to the requirements, schedule the unit at an Altec service facility and order the following kits, as needed.
    1. Order the Pedestal Riser Replacement Kit, part number 991417008. Retain the part number 990644109 kit with the unit as it will be required when the pedestal riser replacement is completed.
    2. Determine if the unit has an upgraded rotation protection system. Contact Tech Support, if necessary, to make this determination.
      - If the rotation protection system has been upgraded, no additional kits are needed.
      - If the rotation protection system has not been upgraded, order 991239096 and install at the same time as the Pedestal Riser Replacement Kit.

# CSN 833 Rotation Bearing Washer 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/](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 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.**

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.