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## IMPORTANT SAFETY RECALL

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

NHTSA Safety Recall  
No. 21V-736

October 13, 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 aerial devices built on Ford F450/F550 chassis from 2011 to 2016. These units may have the potential for cracking to occur in the mounting frame. The cracking can lead to failure of the mounting frame, causing uncontrolled boom movement. **Death or serious injury can result from uncontrolled boom 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 and 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 inspection is expected to take up to ½ hour and 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.  
 Elizabethtown Operations  
 Elizabethtown, KY

CSN 836

# Customer Service Notice

October 13, 2021

Units Affected: AT200A aerial devices built on Ford F450/F550 chassis from 2011 to 2016 (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))

## Mounting Frame Inspection (Replaces SIL 809 and SIL 820)

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 a crack in the side plate on the street side of the mounting frame on some units. If not repaired, the cracking can lead to failure of the mounting frame, causing uncontrolled boom movement. **Death or serious injury can result from uncontrolled boom movement.**

SIL 809 (steel) and SIL 820 (fiberglass) were mailed in August 2021 for this inspection and repair. CSN 836 replaces both of those SILs, and contains the same inspection procedures as the SILs. If you are receiving this CSN, Altec does not have record of you completing SIL 809/SIL 820 on the affected unit(s).

Altec has developed a kit to reinforce the mounting frame and prevent cracking in the side plate as well as prevent further damage if cracking has already occurred.

Altec requires that each unit be inspected for cracking in this side plate no later than the next preventive maintenance interval or 60 days from the receipt of this CSN, whichever comes first. Use Inspection Procedure A beginning on page 2.

Altec requires the kit to be installed within one year of the inspection if the side plate on the street side has no cracking. The kit must be installed within 60 days of the inspection if this side plate is partially cracked in the corner reviewed in Inspection Procedure A. If the side plate is fully cracked at this location and there is no cracking in any of the other three corners reviewed in Inspection Procedure B, the unit must be taken out of service until the kit is installed. Call 1-877-GO ALTEC (1-877-462-5832) option 1 or go to your portal on [connect.altec.com/login](http://connect.altec.com/login) to order the appropriate kit as shown below.

Type of Body	Kit Description	Part Number
Steel	Mounting Frame Reinforcement Kit, Steel Bodies	991232254
Fiberglass or Aluminum	Mounting Frame Reinforcement Kit, Non-Steel Bodies	991333793

Altec Use Only	
Inspection labor	0.5 hr
Repair labor	2.0 hr
Account #	010.0557.43151.000.9086.000
Travel	Not included
NHTSA code	16
Prime fail P/N	970246333
Doc ref	074900773, 074900774

Altec Use Only			
Parts Kit	Part No.	Qty	Warranty
Mounting frame reinforcement kit, steel bodies	991232254	1	Yes
Mounting frame reinforcement kit, non-steel bodies	991333793	1	Yes

If there is cracking in any of the other three corners reviewed in Inspection Procedure B, the unit must be taken out of service until further direction on repair is obtained from Altec as described in Inspection Procedure B.

Because SIL 809 and 820 have been replaced by CSN 836, the reply card in the mounting frame reinforcement kit should reference CSN 836 for any units that have the repair completed after the receipt of this CSN.

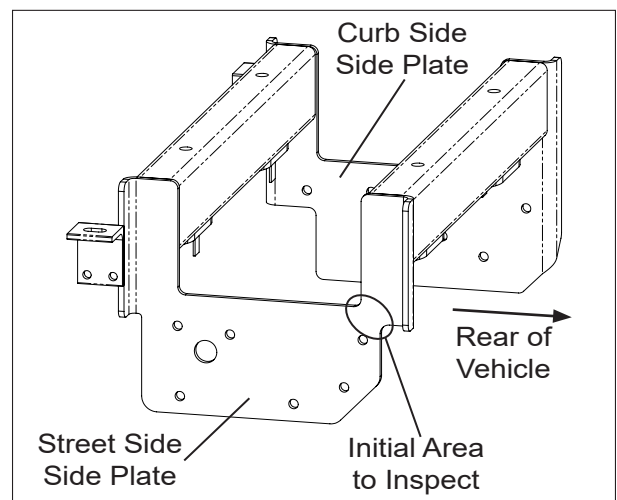
The inspection and repair are covered under the Altec Warranty Policy and can be performed by Altec, the customer, or the customer’s warranty provider. All welds must be applied by a welder having the AWS D1.1 3G qualification for steel. An Altec Mobile Service technician can perform this inspection but is not able to perform this repair. Altec will perform the repair 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 \$180 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.

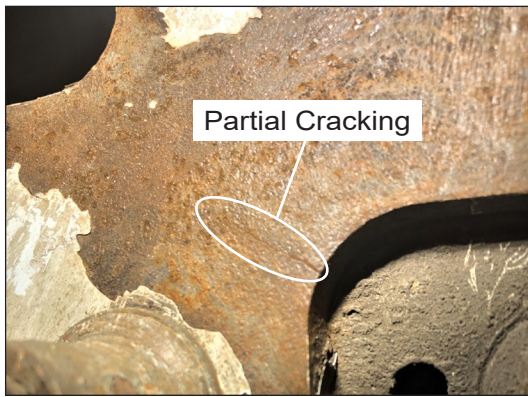
**Inspection Procedure A**

Normal mechanic’s hand tools, a flashlight, and a wire brush are required for this inspection. Read and understand all steps of the instructions before beginning the procedure.

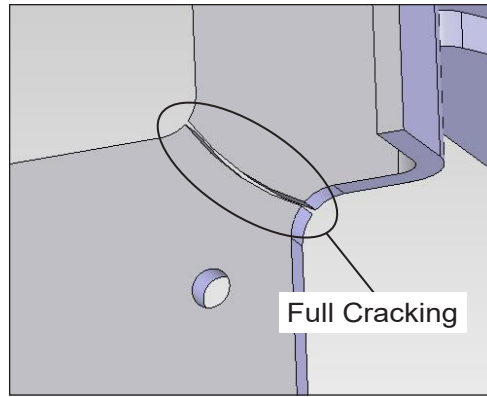
1. Position the unit on a level surface. Apply the parking brake, and turn off the engine. Remove the key from the ignition, and secure it following your employer’s vehicle lockout/tagout procedure. Chock the wheels.
2. Find the mounting frame under the vehicle (refer to Figure 1). Inspect the narrow section at the rear portion of the side plate on the street side of the mounting frame. Use a wire brush to remove any paint and rust from this area.
3. Using a flashlight, inspect the outer surface and the upper and lower rounded corners of the narrow section of the side plate (refer to Figure 1) for the extent of any cracking in the steel plate, as defined below.
  - No cracking means no visible cracking at all in the plate.
  - Partial cracking means a visible crack anywhere in the narrow section that extends only part way across the width or part way through the thickness of the plate (refer to Figure 2).
  - Full cracking means a visible crack across the full width of the narrow section extending through the full thickness of the plate and causing the complete separation of the material (refer to Figure 3).



**Figure 1 – Mounting Frame Initial Inspection**



**Figure 2 – Partial Cracking Example**



**Figure 3 – Full Cracking Example**

4. Review the inspection results, and take the specified action.

- If there is no cracking, put the unit back into service. Order the kit as specified on page 1, and install it within one year of the inspection. Do not perform Inspection Procedure B.
- If there is partial cracking, put the unit back into service. Order the kit as specified on page 1, and install it within 60 days of the inspection. Do not perform Inspection Procedure B.
- If there is full cracking, take the unit out of service. The vehicle can still be driven, but the aerial device cannot be used until it is repaired. Proceed to Inspection Procedure B to determine the necessary repair procedure.

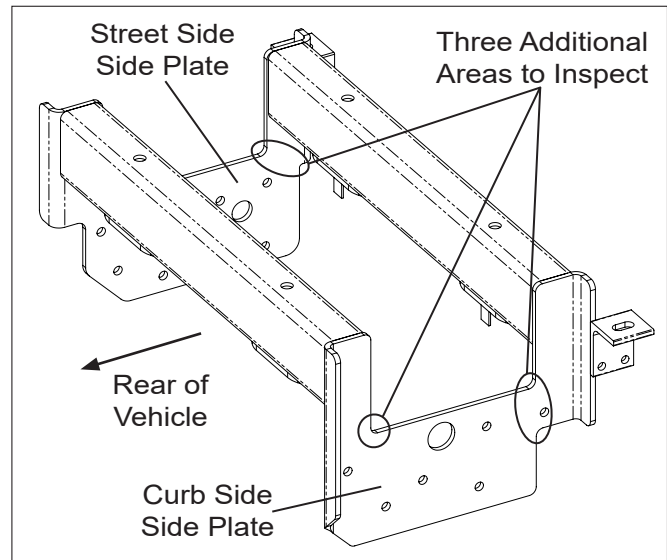
**Inspection Procedure B**

1. Keep the unit set up as in Inspection Procedure A step 1.

2. Use a wire brush to remove any paint and rust from the other three corners of the mounting frame (refer to Figure 4).

3. Using a flashlight, inspect the outer surface and the rounded corners of the other three corners of the mounting frame as shown in Figure 4 for the extent of any cracking in the steel plate.

- If there is no cracking in any of these three areas, order the kit as specified on page 1, and install it before putting the unit back into service.
- If there is cracking in any of these three areas, call 1-270-505-1532 to speak to Telecom Product Support or email [Telecom.Product.Support@altec.com](mailto:Telecom.Product.Support@altec.com) to obtain further direction on repair.



**Figure 4 – Mounting Frame Additional Inspection**