



Customer Outreach
PO Box 8338
Saint Joseph, MO 64508

product.safety@altec.com
connect.altec.com/login

Phone 1-877-GO ALTEC
Facsimile 1-877-659-9929

IMPORTANT SAFETY RECALL

This notice applies to your vehicle. Refer to the provided list.

NHTSA Recall Number: 22V060

Mar. 16, 2022

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 AH125 aerial devices built between March 2021 and November 2021. This is to inform you that your vehicle may contain a defect that could affect the safety of a person. If a unit has a linear potentiometer from the affected Lot, the failure could result in uncontrolled movement when operating from the upper controls. **Death or serious injury could result from uncontrolled movement.**

Refer to the included notice for the items covered under the Altec Warranty Policy. If you had this repair performed before you received this notice, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. All work will be performed at no charge to the customer when presented for repair.

Compare your unit's identifying information with the provided list to verify your unit is affected. You may also contact Altec or view your fleet through Altec Connect to determine if there are any other outstanding notices.

The inspection and repair can be performed by Altec. This work is estimated to take up to seven hours and one person to complete.

If you have sold or retired the unit, update the records through Altec Connect. 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.

We regret 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.

Linear Potentiometer at Upper Controls Replacement

Units Affected: Certain AH125 aerial devices built between March 2021 and November 2021. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that the affected units may have a linear potentiometer in the upper controls from a manufacturing Lot with a higher than normal failure rate. Potentiometers from this Lot may fail and not function correctly. This could lead to unintended boom movement when operating the upper controls.



Death or serious injury could result from unintended boom movement. Any upper control which does not pass the preoperational inspection criteria found in the Operator’s Manual must be removed from service and replaced.

Customer Action: Continue to perform preoperational inspections, including testing upper controls for normal operation. Any upper control which does not pass the preoperational inspection must be removed from service and repaired. All upper controls on the affected units, regardless of functionality, must be inspected for potentiometers from the suspect Lot. Contact Altec to schedule the inspection/repair of each unit within 90 days from the receipt of this notice.

Requirements: This work is estimated to take up to seven hours and one person to complete. Altec will order the four kits, part number 991462468, prior to the unit's scheduled repair. Any unused kits will be returned.

Completion and Warranty: This work is covered under the Altec Warranty Policy and must be performed by Altec. Altec will perform the work for free at an Altec facility. Customers are responsible for the travel costs of an Altec Mobile Service technician if the technician performs the inspection and/or repair at the owner’s location.

Altec Contact Info:



Altec Connect: connect.altec.com/login

Phone: 1-877-GO ALTEC (1-877-462-5832) | Options: 1 - Parts; 2 - Shop Service; 3 - Mobile Service; 4 - Technical Support; 5 - Global Rental Service Request; 6 - Chassis Repair

Altec Use Only	
Inspection labor	1.0 hr
Repair labor	6.0 hrs
Account #	010.0953.43151.000.9206.000
Travel	Not included
NHTSA code	98
Prime fail P/N	210049481
Doc ref	074900813

Altec Use Only			
Description	Part No.	Qty	Warranty
CSN 847 linear potentiometer replacement kit	991462468	4	Yes