



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: 22V-071

April 8, 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 DC45/47 and DM45/47B digger derricks and AM55E aerial devices built from May 2018 to January 2021. This is to inform you that your vehicle may contain a defect that could affect the safety of a person. The front bulkhead plate on the subbase on the affected units was manufactured from a material having a lower than specified yield strength. This could cause cracking of the bulkhead plate. Cracking of the bulkhead plate could lead to failure of the outrigger attachment, causing uncontrolled boom movement. **Death or serious injury could result from uncontrolled boom 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 the customer, or you may contact Altec for further assistance. The inspection is estimated to take one person 30 minutes to complete. The repair is estimated to take one person four hours for reinforcement plate installation on all units, and an additional six hours for crack repair on units that require this.

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.

Subbase Bulkhead Plate Reinforcement

Units Affected: Certain DC45/47 and DM45/47B digger derricks and AM55E aerial devices built from May 2018 to January 2021. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that the front bulkhead plate on the subbase on the affected units was manufactured from a material having a lower than specified yield strength. This could cause cracking of the bulkhead plate.

**WARNING**

Death or serious injury could result from uncontrolled boom movement. Cracking of the bulkhead plate could lead to failure of the outrigger attachment, causing uncontrolled boom movement.

Customer Action: The unit must have a reinforcement plate installed on the front bulkhead plate on the subbase. No later than 30 days from the receipt of this CSN, use the Inspection Procedure beginning on page 2 to check for cracks and determine which reinforcement kit is required for the unit. Order and install the reinforcement kit, or schedule the required kit installation to be performed by Altec. If no cracks are found, schedule to install the kit no later than the next preventive maintenance interval or 90 days from the receipt of this CSN, whichever comes first. If crack(s) are found, schedule to install the kit no later than 30 days from the date of the inspection.

Requirements: The inspection is estimated to take one person 30 minutes to complete. The repair is estimated to take one person four hours for reinforcement plate installation on all units, and an additional six hours for crack repair on units that require this. All welds must be applied by a welder having the AWS D1.1 3G qualification for uphill progression welding on steel.

Completion and Warranty: 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. An Altec Mobile Service technician can perform this inspection but is not able to perform this repair. 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, up to \$360 for the labor to perform the repair plate installation on all units, and up to an additional \$540 for the labor to perform crack repair on units requiring this. Customers are responsible for the travel costs of an Altec Mobile Service technician if the technician performs the inspection 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 | 0.5 hr |
| Repair labor | 4.0 hr for doubler installation on all units 6.0 hr additional for crack repair if required |
| Account # | 010.0690.43151.000.9212.000 |
| Travel | Not included |
| NHTSA code | 16 |
| Prime fail P/N | 970498549, 970513646 |
| Doc ref | 074900816 |

| Altec Use Only | | | |
|---|-----------|-----|----------|
| Description | Part No. | Qty | Warranty |
| Subbase bulkhead doubler kit, standard height | 991465427 | 1 | Yes |
| Subbase bulkhead doubler kit, 2"-4" drop | 991464953 | 1 | Yes |

Inspection Procedure: No tools other than a paint stick or felt-tip marker 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 chock the wheels. Engage the power take-off (PTO), and extend the front outriggers far enough to remove the bulge from the front tires. Do not extend the rear outriggers. Disengage the PTO, and turn off the engine. Remove the key from the ignition, and secure it following your employer's vehicle lockout/tagout procedure.
2. Find the bulkhead plate welded to the front end of the subbase and the front surface of the A-frame outriggers located directly behind the chassis cab (refer to Figures 1 and 2). Confirm whether the ends of the bulkhead are unnotched, as shown in Figure 1, or notched, as shown in Figure 2.

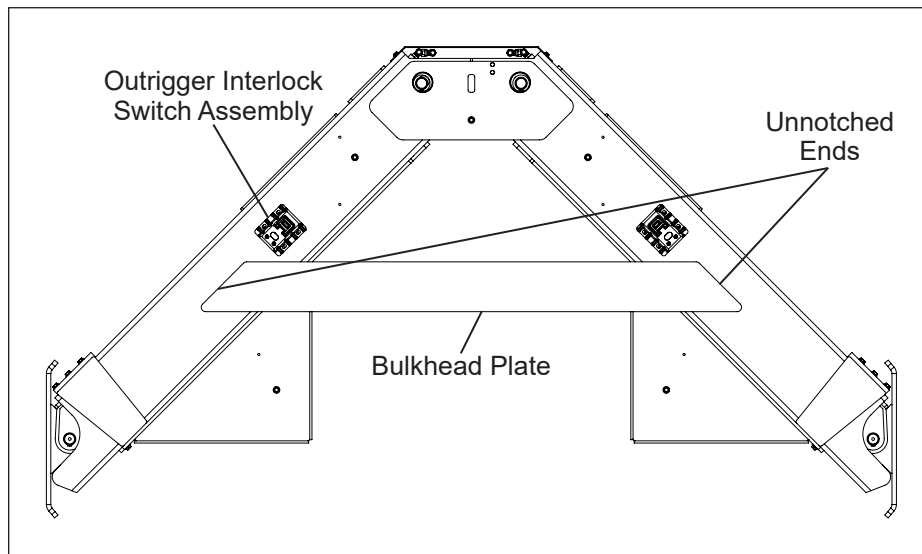


Figure 1 — Outrigger with Unnotched Bulkhead Plate

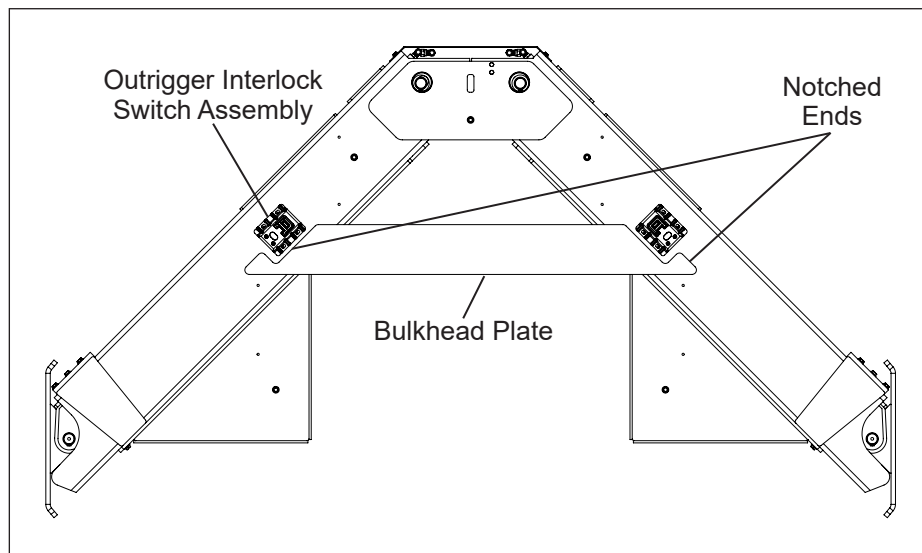


Figure 2 — Outrigger with Notched Bulkhead Plate

3. Inspect for cracks in the bottom portion of the bulkhead plate at both ends (refer to Figure 3). If cracks are found, mark them with a paint stick or felt-tip marker.

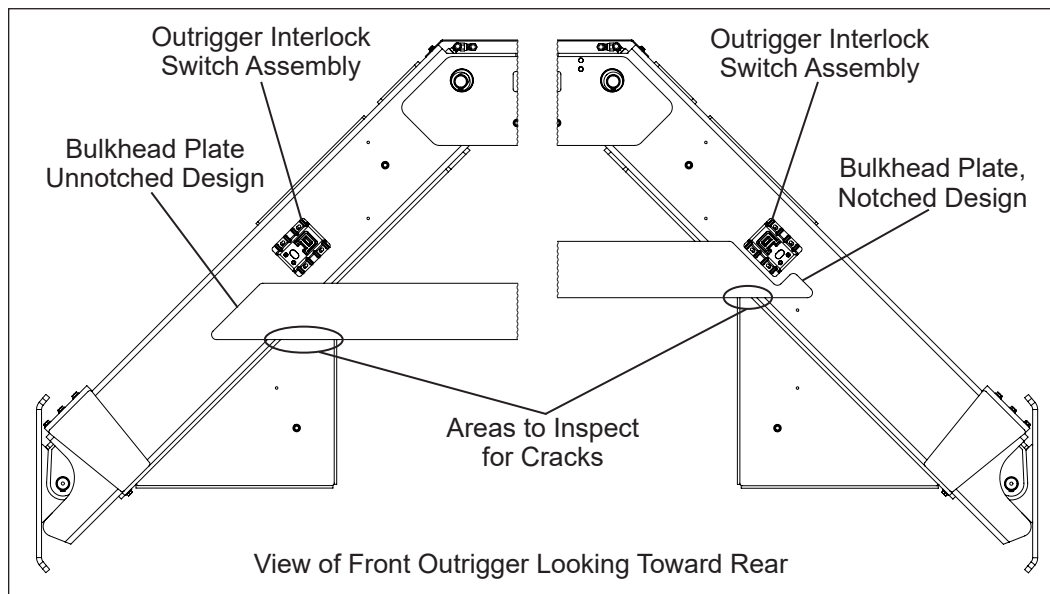


Figure 3 — Crack Inspection

4. Based on the inspection result from step 2, determine the part number of the kit required to repair the unit as described below.
- If the bulkhead plate has unnotched ends, the unit requires the Subbase Bulkhead Doubler Kit, Standard Height, part number 991465427.
 - If the bulkhead plate has notched ends, the unit requires the Subbase Bulkhead Doubler Kit, 2"-4" Drop, part number 991464953.
5. Order and schedule the installation of the required kit, or schedule to have the required kit installed at an Altec facility. Determine the required schedule for the kit installation based on the inspection result from step 3 as described below.
- If no cracks were found, install the kit no later than the unit's next preventive maintenance interval or 90 days from the receipt of this CSN, whichever comes first.
 - If crack(s) were found, install the kit no later than 30 days from the date of the inspection.

If the customer or the customer's warranty provider installs the kit, all welds must be applied by a welder having the AWS D1.1 3G qualification for uphill progression welding on steel.

6. Put the unit back into service while awaiting installation of the kit.