



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: 23V-003
Altec Identifier: CSN-3045

Transport Canada Number: N/A

February 16, 2023

Dear Altec Owner,

For US owners, this notice is sent to you in accordance with the *National Traffic and Motor Vehicle Safety Act*. For Canadian owners, this notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

Altec Industries, Inc. has decided that a defect which relates to motor vehicle safety exists in certain DC45/47 and DM45/47B derricks built from September 2022 to November 2022. One or more of the cap screws installed in the rotation bearing inner and/or outer race may be longer than specified. This can cause the cap screw(s) to bottom out in the mounting hole(s), preventing the required preload from being achieved. While there have been no reports of cap screw failures to date, insufficient preload could cause rotation bearing cap screws to fail prematurely. Failure of rotation bearing cap screws could cause 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 30 minutes and 1 person to complete. The repair is estimated to take 3 hours and 1 person to complete for the inner race and 2 hours and 1 person to complete for the outer race.

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.



Rotation Bearing Cap Screw Inspection

Units Affected: Certain DC45/47 and DM45/47B derricks built from September 2022 to November 2022. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that one or more of the cap screws installed in the rotation bearing inner and/or outer race on certain units may be longer than specified. This can cause the cap screw(s) to bottom out in the mounting hole(s), preventing the required preload from being achieved. While there have been no reports of cap screw failures to date, insufficient preload could cause rotation bearing cap screws to fail prematurely.



Death or serious injury could result from uncontrolled boom movement. Failure of rotation bearing cap screws could cause uncontrolled boom movement.

Customer Action: Inspect the rotation bearing cap screws using the Inspection Procedure on page 2, or contact Altec to perform this inspection. If the inspection shows that repair is required, order and install the specified cap screw replacement kit(s), or schedule the installation of the kit(s) by Altec. Complete the inspection no later than the next preventive maintenance interval or 30 days from the receipt of this notice, whichever comes first. Subsequent damage due to failure to perform the required action(s) in the time period allowed will not be covered by warranty.

Requirements: The inspection is estimated to take 30 minutes and 1 person to complete. The repair is estimated to take 3 hours and 1 person to complete for the inner race and 2 hours and 1 person to complete for the outer race.

Completion and Warranty: 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. 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 \$90 for the labor to perform the inspection and up to \$450 for the labor to perform the repair. Customers are responsible for the travel costs of an Altec Mobile Service technician if the technician performs the work 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 (Service), 0.5 hr (other)
Repair labor	3.0 hr (inner race), 2.0 hr (outer race)
Account #	010.1093.43151.000.9283.000
Travel	Not included
NHTSA code	90
Prime fail P/N	N/A
Doc ref	074900466

Altec Use Only			
Description	Part No.	Qty	Warranty
Inner race rotation bearing fasteners kit	990644104	1	Yes
Outer race rotation bearing fasteners kit	990644105	1	Yes

Inspection Procedure: A flashlight may be 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. Visually inspect all the cap screw heads in both rotation bearing races to check for an H501 head marking below the Altec logo (refer to Figure 1).



Figure 1 — H501 Head Marking

3. Review the inspection results from step 2.

- If the H501 head marking is not found on any cap screws, proceed to step 4.
- If the H501 head marking is found on one or more cap screws, proceed to step 5.

4. No repair is required. Perform steps a through d shown below.

- a. Put the unit back into service.
- b. Complete the Inspection Sheet at the end of this notice, and return it to Altec.
- c. If the inspection was performed by Altec, mark the CSN as complete on the Service Request.
- d. Do not complete the remaining step in this document.

5. Repair is required. Perform steps a through f shown below.

- a. Take the unit out of service until the repair has been completed.
- b. Determine the kit part number(s) required as shown below, based on which race contained cap screw(s) with the H501 head marking. If cap screw(s) with this head marking are found in both rotation bearing races, both kits are required.
 - Inner Race Rotation Bearing Fasteners Kit, part number 990644104
 - Outer Race Rotation Bearing Fasteners Kit, part number 990644105
- c. Arrange for the installation of the required kit(s) using either of the methods shown below.
 - Contact Altec Service to schedule the installation of the kit(s).
 - Contact Altec Parts to order the kit(s), and schedule for your own technician or your third party provider to install the kit(s).
- d. Install the kit(s) upon receipt.
- e. Put the unit back into service.
- f. Do not complete the Inspection Sheet at the end of this notice. Completion of the CSN will be documented after the kit(s) are installed.

Inspection Sheet

Complete this form and submit it to Altec to document inspection completion.

Choose one of these options for submission.

- Scan the Product Safety QR code and complete the form.
- Complete, scan, and email this page to product.safety@altec.com
- Online through the customer portal – Altec Connect*
- Complete and return the included postcard.
- FAX to 1-877-659-9929



Product Safety



Altec Connect

*If the customer or the customer’s warranty provider performs the repair, submit a warranty claim through Altec Connect to be reimbursed for the cost of the parts and/or labor.

Model	Altec Unit Serial Number	Date Inspected

Company Name: _____ Phone _____

Service Company Name: _____ Phone: _____

Company Contact: _____

Company Mailing Address: _____

City: _____ State/Province: _____

ZIP/Mailing Code: _____ Country: _____

Signature: _____

Submission of this form does not order parts or schedule service from Altec.

Contact Altec for more information or to schedule the work to be done by Altec.

Make copies of this form for additional units if needed.