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## IMPORTANT SAFETY RECALL

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

**NHTSA Recall Number:** 23V216

**Transport Canada Number:** 2023-195

**Altec Identifier:** CSN-3064

May 26, 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 digger derricks and aerial devices of various models built from April 2004 to January 2023. The affected units could be missing a weld in the attachment of the subbase-mounted rear pole rack(s). This will increase the stress in adjacent areas, which can cause a crack to develop in the structure. Cracking of the structure could cause the rack and pole to suddenly drop in height, which could cause a vehicle crash. **Death or serious injury could result.**

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 expected to take 15 minutes to complete for each pole rack. The repair is expected to take 2.5 hours to complete for each pole rack. Parts may not be immediately available due to supplier backorder.

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.



# CUSTOMER SERVICE NOTICE CSN-3064-A

## Pole Rack Weld Inspection

**Units Affected:** Certain digger derricks and aerial devices of various models built from April 2004 to January 2023. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

**Background:** Altec has learned that the affected units could be missing a weld in the attachment of the subbase-mounted rear pole rack(s). This will increase the stress in adjacent areas, which can cause a crack to develop in the structure. This can result in a drop in height of the rear pole rack. The pole and rack will remain secured to the vehicle.



**Death or serious injury could result from a sudden drop in height of the rear pole rack. Cracking of the structure attaching the rear pole rack could cause the rack and pole to drop in height, which could cause a vehicle crash.**

**Customer Action:** Inspect the rear pole rack attachment using the Inspection Procedure beginning on page 2, or contact Altec to perform this inspection. Complete the inspection no later than the next monthly preventive maintenance interval or 30 days from the receipt of this notice, whichever comes first. If the inspection shows that repair is required, perform the Repair Procedure beginning on page 6, or contact Altec to perform this repair.

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 15 minutes and 1 person to complete for each pole rack. The repair is estimated to take 2.5 hours and 1 person to complete for each pole rack. All welds on steel must be applied by a welder having the AWS D1.1 3G qualification for uphill progression welding on steel.

**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. 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 \$22.50 for the labor to perform the inspection and up to \$225 for the labor to perform the repair for each pole rack. 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](https://connect.altec.com/login)



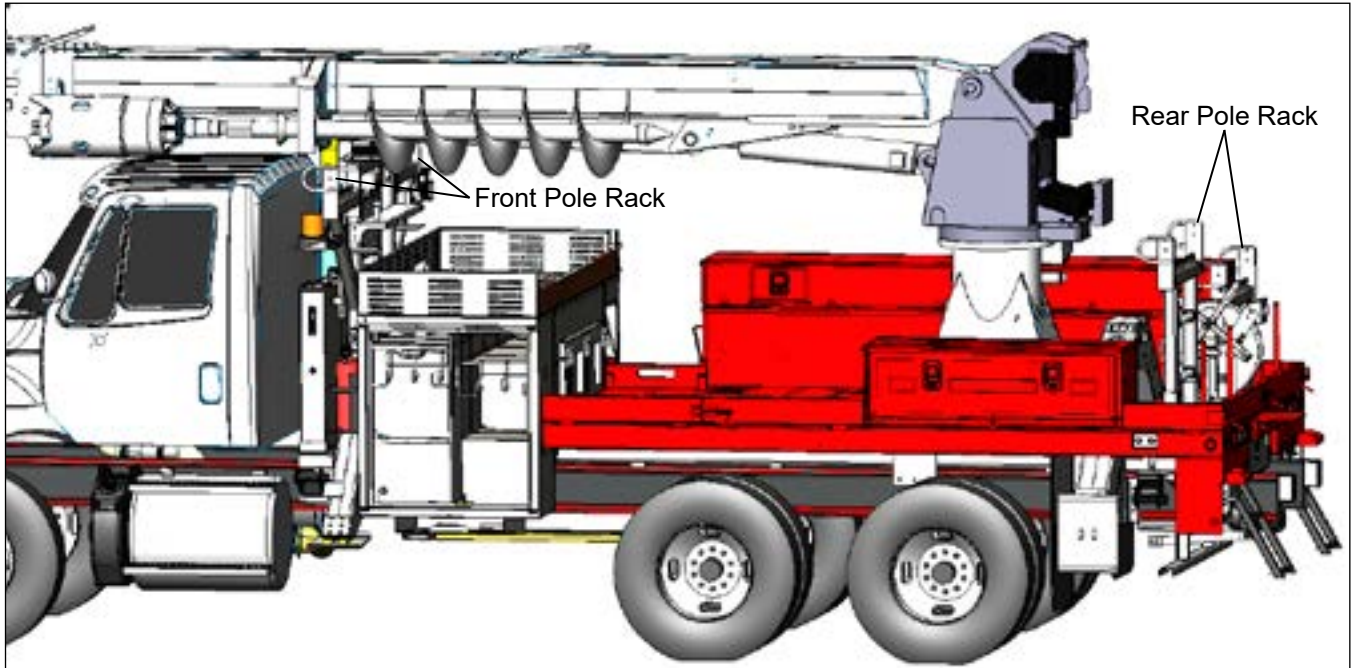
Phone: 1-877-GO ALTEC (1-877-462-5832) | Options: 1 - Parts; 2 - Shop Service; 3 - Mobile Service; 4 - Technical Support; 5 - Global Rental Service Request; 6 - Chassis Repair

Altec Use Only	
Inspection labor	0.75 hr (Service), 0.25 hr (other) for 1 rack 1.0 hr (Service), 0.5 hr (other) for 2 racks
Repair labor	3.0 hr (Service), 2.5 hr (other) for 1 rack 5.5 hr (Service), 5.0 hr (other) for 2 racks
Account #	010.XXXX.43156.000.9303.000 XXXX = originating plant
Travel	Not included
NHTSA code	90
Prime fail P/N	N/A
Doc ref	074900867

Altec Use Only			
Description	Part No.	Qty	Warranty
Steel body channel patch kit	991620865	1 or 2	Yes
Martex flat plate body floor patch kit	991620863	1 or 2	Yes
GatorHyde flat plate body floor patch kit	991620864	1 or 2	Yes
Black paint flat plate body floor patch kit	991620862	1 or 2	Yes
White paint flat plate body floor patch kit	991620861	1 or 2	Yes
Shiny aluminum tread plate body floor patch kit	991620859	1 or 2	Yes

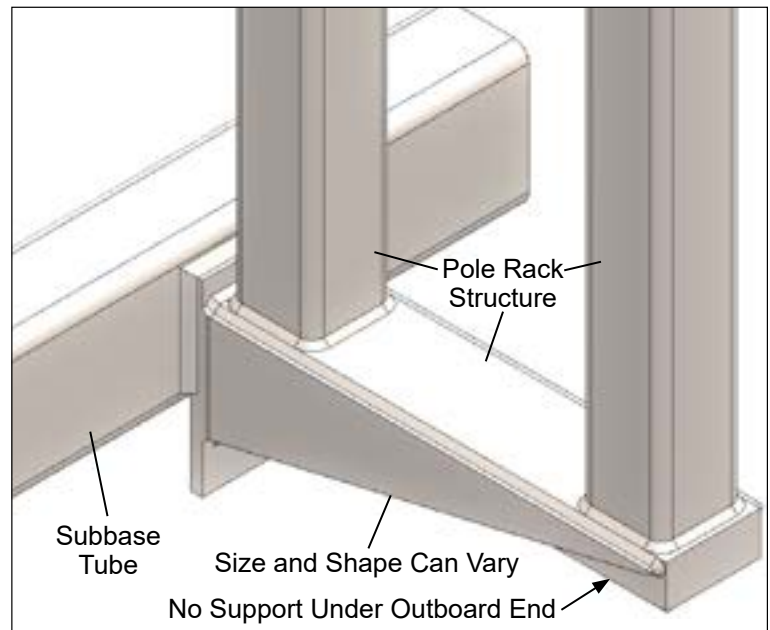
**Inspection Procedure:** A flashlight and a mirror or digital camera are required for this inspection. Read and understand all steps of the instructions before beginning the procedure. A flow chart is included at the end of this document to aid in inspection.

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 rear pole rack(s) on the unit (refer to Figure 1). Some units will have a pole rack on only one side, and others will have a pole rack on both sides.



**Figure 1 — Locating Rear Pole Rack(s)**

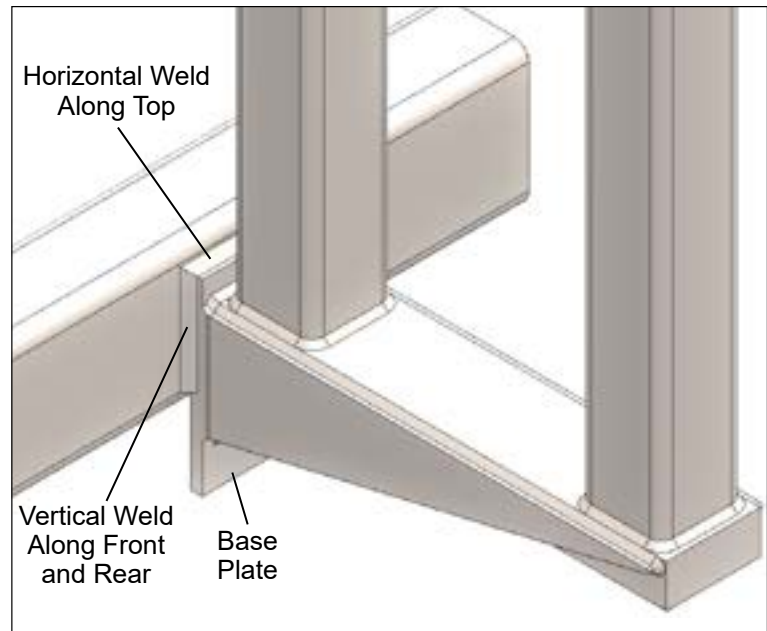
3. Look under the unit to determine the mounting method of the rear pole rack(s).
  - If the pole rack uses a cantilevered mounting, which is welded to the side of the subbase tube and projects outward with no support structure at the outboard end (refer to Figure 2 for an example, but the shape can vary greatly), proceed to step 4.
  - If the pole rack does not use a cantilevered mounting, proceed to step 6.



**Figure 2 — Cantilevered Rear Pole Rack Example**

4. Using a flashlight, and a mirror or digital camera, if required, confirm if there is a horizontal weld across the top and a vertical weld on both sides of the rear pole rack base plate (refer to Figure 3). If the unit has two rear pole racks, inspect both of them.

- If the unit has one rear pole rack, proceed as shown below.
  - If there is no horizontal weld, inspect the vertical welds for any cracks or distortion. Then proceed to step 5.
  - If there is a horizontal weld and both vertical welds, proceed to step 6.
  - If there is a horizontal weld and one vertical weld but the other vertical is missing, proceed to step 12.



**Figure 3 — Inspecting Rear Pole Rack Welds**

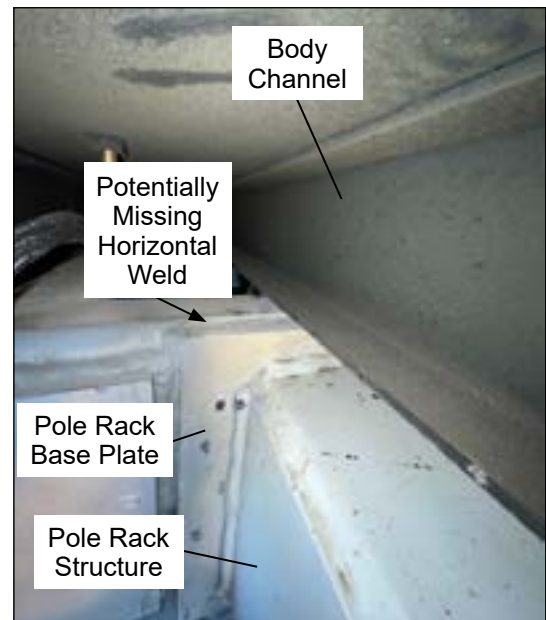
- If the unit has two rear pole racks, proceed as shown below.
  - If there is no horizontal weld on one or both rear pole racks, inspect the vertical welds for any cracks or distortion. Then proceed to step 5.
  - If there is a horizontal weld and both vertical welds on both rear pole racks, proceed to step 6.
  - If there is a horizontal weld and one vertical weld but the other vertical weld is missing on one or both rear pole racks, proceed to step 12.

5. Determine the body material (steel or aluminum) and whether there is a body channel over the base plate on the rear pole rack(s) that will be in the way of adding the missing horizontal weld(s) (refer to Figure 4).

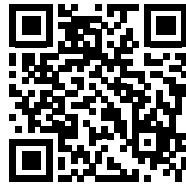
- For an aluminum body with a body channel in the way, proceed to step 11.
- For a steel body with or without a body channel in the way or for an aluminum body without a body channel in the way, proceed to step 7.

6. If the horizontal weld and both vertical welds are present on the rear pole rack(s) or if a noncantilevered mounting is used for the rear pole rack(s), no repair is required. Perform steps a through d shown below.

- a. Put the unit back into service.
- b. Access the online form to report that no repair is required using the QR code or hyperlink in Figure 5.
- c. If the inspection was performed by Altec, mark this notice as complete on the Service Request.
- d. Do not complete the remaining steps in this notice.



**Figure 4 — Inspecting for Body Channel Interference with Welding**



**Figure 5 — QR Code to Submit Inspection and Repair Information**

7. A rectangular hole will be cut in the body floor during the Repair Procedure to provide access for welding the mounting base of the rear pole rack(s). A Body Floor Patch Plate Kit will be used to cover the hole(s) after performing the weld repair. Refer to Figure 6 to review the available finishes for the patch plate, and mark the kit requirement which is appropriate to be used on the unit being repaired.

Patch Plate Finish	Kit Part Number	Kit Required
Martex on flat plate	991620863	<input type="checkbox"/>
GatorHyde on flat plate	991620864	<input type="checkbox"/>
Black paint on flat plate	991620862	<input type="checkbox"/>
White paint on flat plate	991620861	<input type="checkbox"/>
Shiny aluminum tread plate	991620859	<input type="checkbox"/>

**Figure 6 — Body Floor Patch Plate Kit Selection**

8. Based on the inspection results from step 7, determine the required step to plan for the repair.
  - For a steel or aluminum body with no body channel in the way of welding, proceed to step 9.
  - For a steel body with a body channel in the way of welding, proceed to step 10.
  
9. If the horizontal weld is missing on the rear pole rack(s) and a body channel is not in the way of adding this weld, repair is required according to steps a through d shown below.
  - a. Put the unit back into service, following the applicable criteria shown below based on the inspection of the vertical welds in step 4.
    - If crack(s) or distortion were seen, take the pole rack(s) out of service.
    - If no crack(s) or distortion were seen, perform a daily inspection of the vertical welds. If crack(s) or distortion appear, take the pole rack(s) out of service.
  - b. Schedule the repair of the pole rack(s), using one of the methods shown below.
    - Access the online Repair Request Form using the QR code or hyperlink in Figure 5 to request the repair to be done by an Altec field team and report the following information. This option is only available until June 30th, 2023.
      - Number of rear pole racks on the unit (one or two)
      - The Steel Body Channel Patch Kit is not required.
      - Part number of the Body Floor Patch Plate Kit marked in Figure 6
    - Prepare to use your own technician or your third party provider to perform the repair by doing the following.
      - Contact Altec Parts to order the Body Floor Patch Plate Kit part number marked in Figure 6 with the quantity equal to the number of rear pole racks on the unit (one or two).
      - Schedule to have the repair performed using the Repair Procedure in this notice. All welds on the pole rack(s) must be applied by a welder having the AWS D1.1 3G qualification for uphill progression welding on steel.

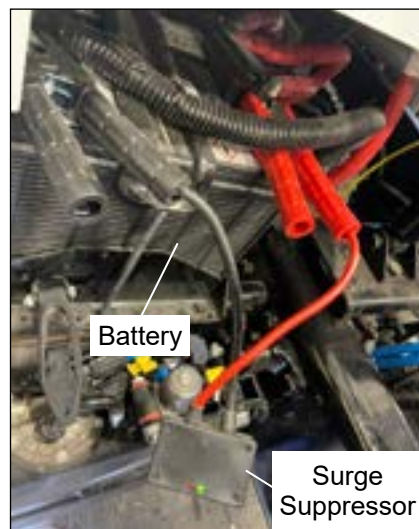
- Contact Altec Shop Service to schedule the repair and report the following information.
    - Number of rear pole racks on the unit (one or two)
    - The Steel Body Channel Patch Kit is not required
    - The Body Floor Patch Plate Kit part number marked in Figure 6 is required, with the quantity equal to the number of rear pole racks.
- c. Completion of the notice will be documented after the vehicle is repaired.
- d. Do not complete the remaining steps in this notice.
10. If the horizontal weld is missing on the rear pole rack(s) and a steel body channel is in the way of adding this weld, repair is required according to steps a through d shown below.
- a. Put the unit back into service, following the applicable criteria shown below based on the inspection of the vertical welds in step 4.
- If crack(s) or distortion were seen, take the pole rack(s) out of service.
  - If no crack(s) or distortion were seen, perform a daily inspection of the vertical welds. If crack(s) or distortion appear, take the pole rack(s) out of service.
- b. Schedule the repair of the pole rack(s), using one of the methods shown below.
- Access the online Repair Request Form using the QR code or hyperlink in Figure 5 to request the repair to be done by an Altec field team and report the following information. This option is only available until June 30th, 2023.
    - Number of rear pole racks on the unit (one or two)
    - The Steel Body Channel Patch Kit is required
    - Part number of the Body Floor Patch Plate Kit marked in Figure 6
  - Prepare to use your own technician or your third party provider to perform the repair by doing the following.
    - Contact Altec Parts to order the Steel Body Channel Patch Kit, part number 991620865, and the Body Floor Patch Plate Kit part number marked in Figure 6, with the quantity of each equal to the number of rear pole racks on the unit (one or two).
    - Schedule to have the repair performed using the Repair Procedure in this notice. All welds on the pole rack and the channel of the steel body must be applied by a welder having the AWS D1.1 3G qualification for uphill progression welding on steel.
  - Contact Altec Shop Service to schedule the repair and report the following information.
    - Number of rear pole racks on the unit (one or two)
    - The Steel Body Channel Patch Kit, part number 991620865, and the Body Floor Patch Plate Kit part number marked in Figure 6 are required, with the quantity of each equal to the number of rear pole racks.
- c. Completion of the notice will be documented after the vehicle is repaired.
- d. Do not complete the remaining steps in this notice.
11. If the horizontal weld is missing on the rear pole rack(s) and an aluminum body channel is in the way of adding this weld, repair is required according to steps a through c shown below.
- a. Put the unit back into service, following the applicable criteria shown below based on the inspection of the vertical welds in step 4.
- If crack(s) or distortion were seen, take the pole rack(s) out of service.
  - If no crack(s) or distortion were seen, perform a daily inspection of the vertical welds. If crack(s) or distortion appear, take the pole rack(s) out of service.
- b. Contact Altec Technical Support and request further direction on how to perform the repair because an aluminum body channel is in the way of adding the required weld
- c. Do not complete the remaining steps in this notice.

12. If a vertical weld is missing on the rear pole rack(s), repair is required according to steps a through c shown below.
  - a. Put the unit back into service with the affected pole rack(s) taken out of service.
  - b. Contact Altec Technical Support and request further direction on how to perform the repair due to the missing vertical weld(s).
  - c. Do not complete the remaining steps in this notice.

**Repair Procedure:** Normal mechanic's hand tools, a grinder, sander, cutoff wheel, drill,  $\frac{3}{16}$ " and  $\frac{3}{8}$ " bits, pop rivet gun, electric welder, prime paint, matching finish paint and/or undercoat, Class A fire extinguisher, and chassis battery surge protector (optional) are required for this repair. Read and understand all steps of the instructions before beginning the procedure. All welds on the pole rack(s) and steel body channel(s) must be applied by a welder having the AWS D1.1 3G qualification for uphill progression welding on steel using one of the following approved methods:

- FCAW-G - gas shielded flux core wire (E71T-1M/9M)
- FCAW-S - gasless self-shielded flux core wire (E71T-11)
- SMAW - stick electrode (E7018 H4R)
- GMAW - solid core wire (ER70S-6)

13. 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.
14. Protect the chassis electrical system from potential currents induced by welding using one of the following methods.
  - Disconnect the negative battery cable from the battery(ies). Then disconnect the positive battery cable from the battery(ies).
  - Engage the battery disconnect switch, if equipped, on the cab floor to the left of the driver's seat or under the cab below the driver's door or below the rear wall.
  - Connect a surge protector to the battery(ies), and turn it on (refer to Figures 7 and 8).



**Figure 7 — Connecting Surge Suppressor**

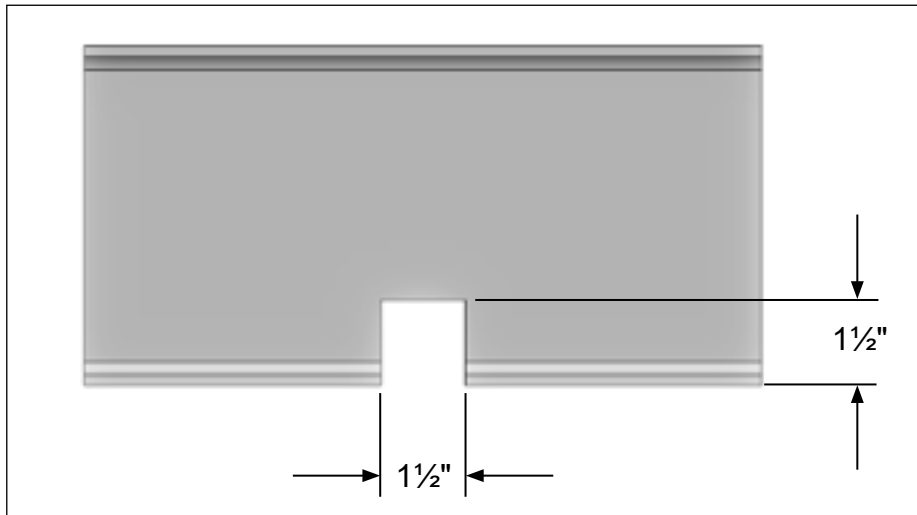


**Figure 8 — Turning On Surge Suppressor**

15. Perform steps 16 through 30 for the rear pole rack on one side of the unit. If the unit has two rear pole racks, then repeat these steps for the opposite pole rack.
16. Cover any adjacent brake lines, hydraulic lines, electrical cables, body floor, etc. with suitable material to protect them from spatter and sparks from the cutting and welding processes.
17. Keep a Class A fire extinguisher nearby when performing any cutting or welding.

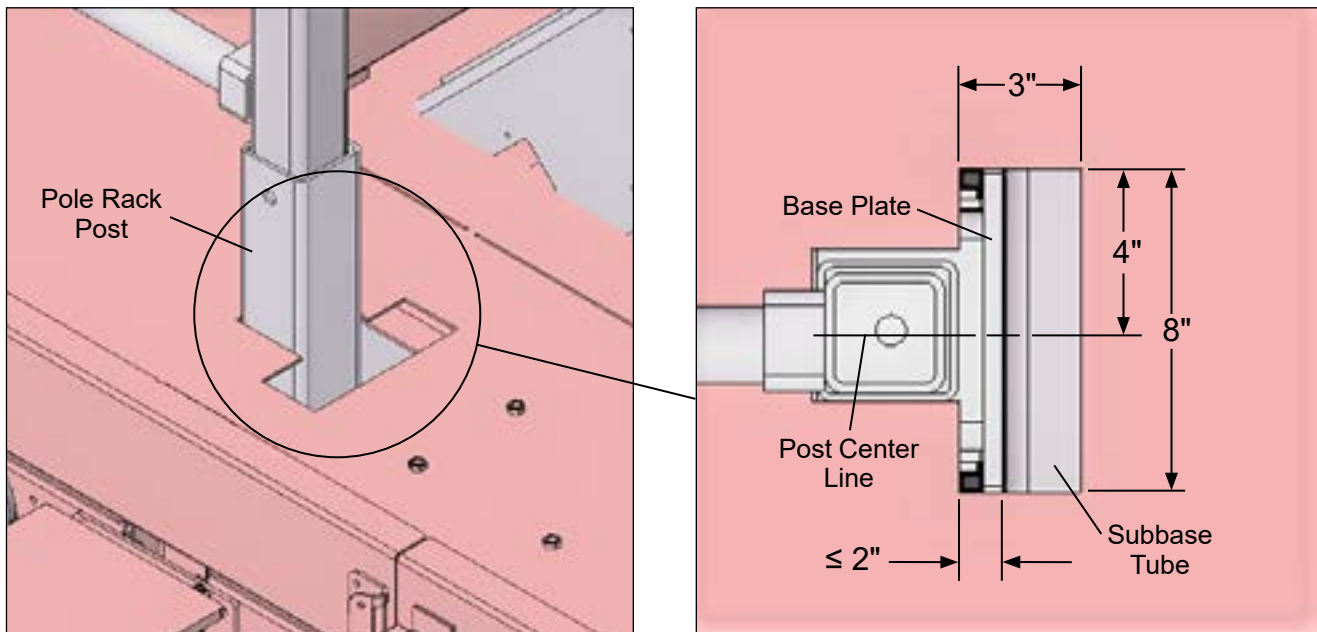


18. Review step 5 of the Inspection Procedure regarding channel clearance and body material.
- If there is not a body channel in the way on a steel or aluminum body, proceed to step 20.
  - If there is a body channel in the way on a steel body, proceed to step 19.
  - If there is a body channel in the way on an aluminum body, refer to step 11 of the Inspection Procedure.
19. To provide clearance for welding the top edge of the pole rack base plate, cut a 1½" x 1½" notch in the bottom of the body channel centered above the rear pole rack base plate (refer to Figure 9).

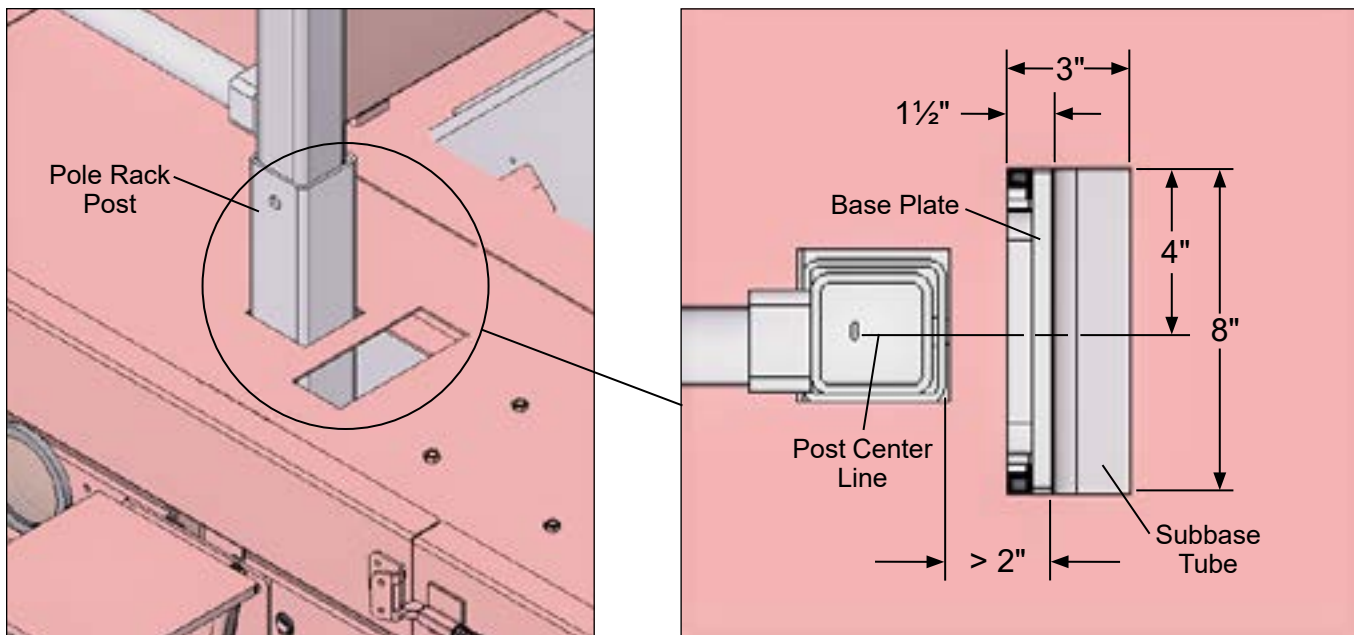


**Figure 9 — Cutting Notch in Body Channel**

20. Measure and mark a rectangular outline on top of the body floor next to the inboard vertical post of the rear pole rack as shown in either Figure 10 or Figure 11, depending on the distance from the inboard side of the post to the side of the subbase tube.



**Figure 10 — Cutting Hole in Floor for Post Located 2" or Less from Subbase Tube**



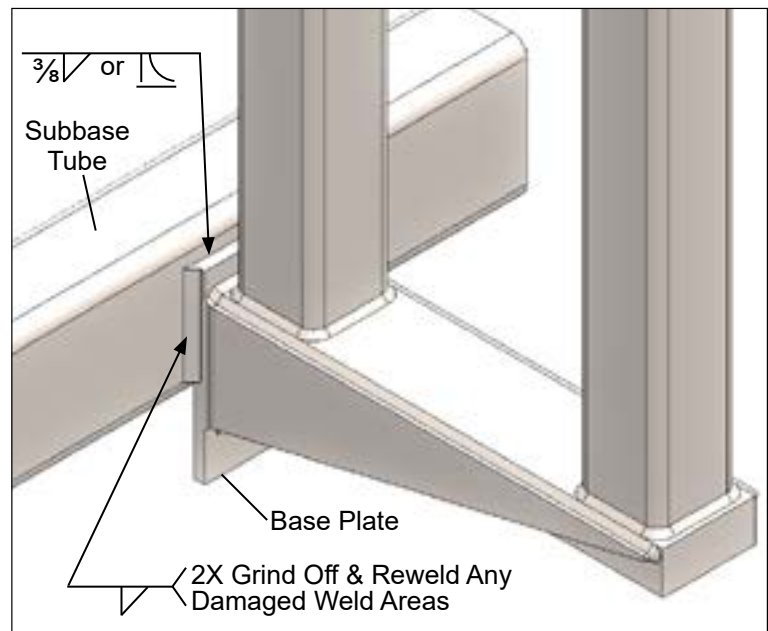
**Figure 11 — Cutting Hole in Floor for Post Located More Than 2" from Subbase Tube**

21. Use a cutoff wheel to cut a hole in the body floor where it was marked in step 20 to provide access for welding along the top of the pole rack base plate. If there is a body channel below this area, do not cut into the channel. Discard the removed section of the floor.

22. Clean the surfaces along the top of the pole rack base plate and along the two vertical welds on the sides of the base plate to remove any grease, dirt, paint, rust, etc. (refer to Figure 12).

23. Use a flashlight to inspect both vertical welds along the sides of the base plate for any cracking or deformation, particularly at the top and bottom ends of the welds, and for any missing weld.

24. Grind off any damaged vertical weld bead, and continue to grind off the weld bead about 1/2" beyond the damaged area(s). Do not grind into the side of the subbase tube.

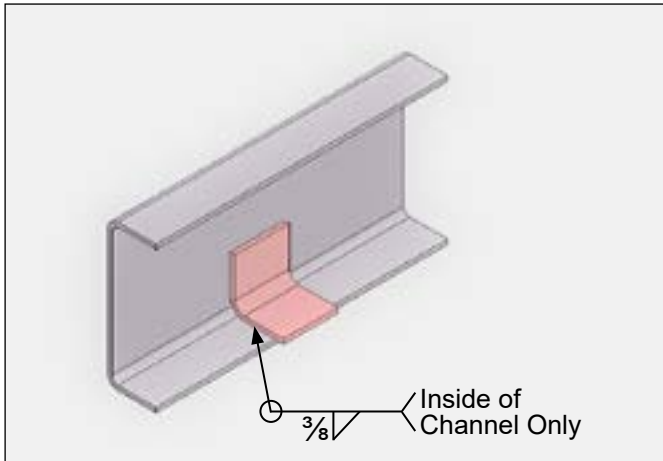


**Figure 12 — Welding Rear Pole Rack Base Plate**

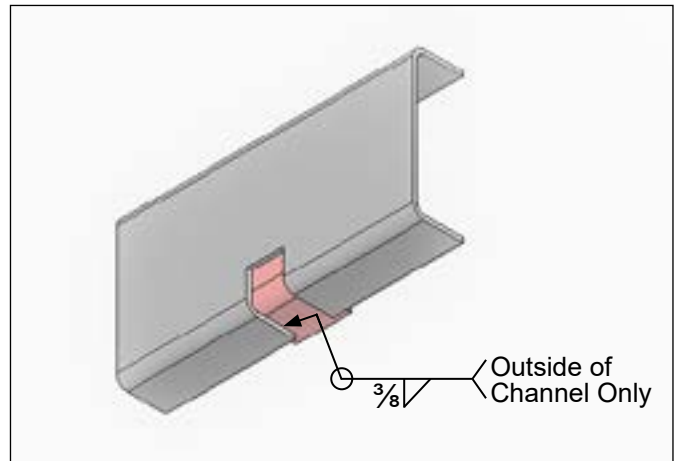
25. Weld along the top of the base plate (refer to Figure 12) using a 3/8" fillet weld if the joint is as on the flat side of the subbase tube as shown in the picture or using a flare-bevel weld if the top of the base plate is above the corner radius of the subbase tube. Weld along any areas of removed or missing vertical welds on both sides using the same size fillet weld as the original weld.

26. If a notch was cut in the body channel in step 19, install the channel patch from the Steel Body Channel Patch Kit centered over the notch in the channel. Use the method shown below that provides the best fit on the channel and the best accessibility for welding.

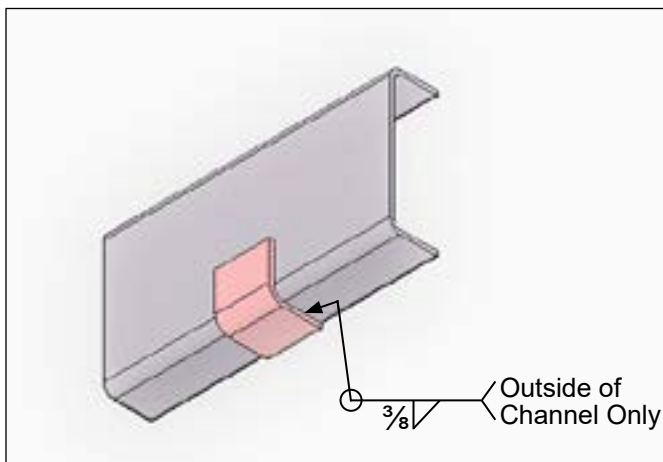
- Patch on inside of channel, welded around outside of patch (refer to Figure 13)
- Patch on inside of channel, welded around edges of notch (refer to Figure 14)
- Patch on outside of channel, welded around outside of patch (refer to Figure 15)
- Patch on outside of channel, welded around edges of notch (refer to Figure 16)



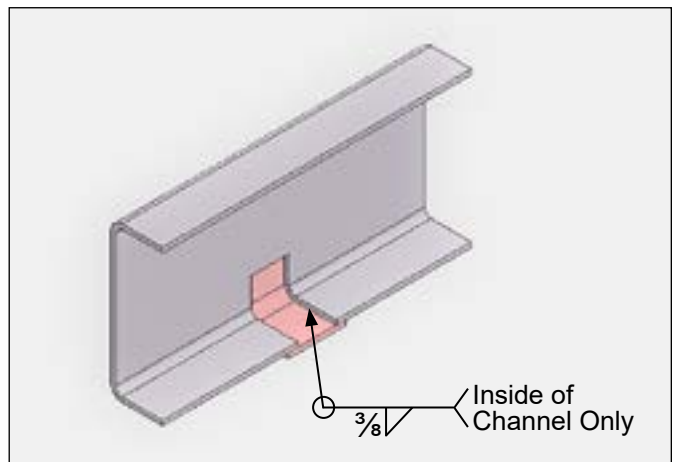
**Figure 13 — Installing Patch on Inside of Channel, Welding Around Outside of Patch**



**Figure 14 — Installing Patch on Inside of Channel, Welding Around Notch**



**Figure 15 — Installing Patch on Outside of Channel, Welding Around Outside of Patch**



**Figure 16 — Installing Patch on Outside of Channel, Welding Around Notch**

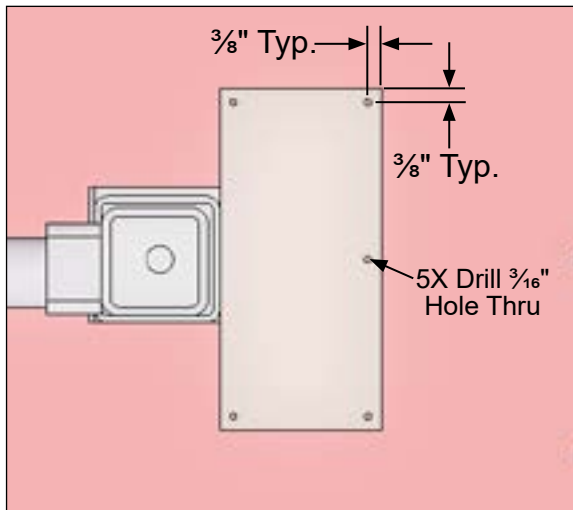
27. Sand to remove any weld spatter and soot from the repaired areas of the pole rack(s) and body channel(s).

28. Prime paint all remaining bare metal areas of the repair. Finish paint and/or undercoat to match.

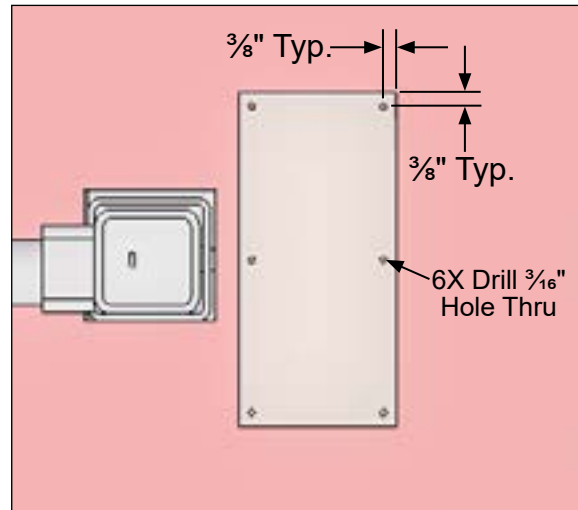
29. Obtain the body floor patch plate and rivets from the Body Floor Patch Plate Kit.

- If the plate does not have predrilled mounting holes, proceed to step 30.
- If the plate has predrilled mounting holes, use a drill with a  $\frac{3}{16}$ " bit to clean any coating or paint out of each hole.

30. Install the body floor patch plate using steps a through e shown below.
- Place the patch plate on the body floor, centered over the hole cut in step 21 (refer to Figure 17 or 18).
  - If the patch plate is not predrilled, mark the positions on the plate for five or six rivet holes, as required, located about  $\frac{3}{8}$ " from the edge of the plate. If the patch plate is tread plate material, these holes must be located between any raised tread plate diamonds.
  - Using a  $\frac{3}{16}$ " bit, drill through each predrilled hole or marked hole location on the patch plate and through the floor at each hole location.
  - If the patch plate has Martex or GatorHyde coating, use a drill with a  $\frac{3}{8}$ " bit to carefully remove the raised bumps of the coating around each rivet hole.
  - Install a rivet in each hole using a pop rivet gun.

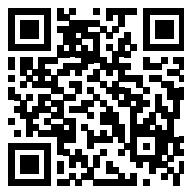


**Figure 17 — Installing Body Floor Patch Plate Flush with Pole Rack Post**



**Figure 18 — Installing Body Floor Patch Plate Spaced Away From Pole Rack Post**

31. If the unit has two rear pole racks, repeat steps 16 through 30 for the opposite pole rack.
32. Use the appropriate method below to reverse step 14.
- Reconnect the positive battery cable to the battery(ies). Then reconnect the negative battery cable to the battery(ies).
  - Disengage the battery disconnect switch.
  - Turn off the surge protector switch, and remove it from the battery(ies).
33. Put the unit back into service.
34. Access the online Inspection and Repair Information Form using the QR code or hyperlink in Figure 19, and confirm completion of the repair.



**[Figure 19 — QR Code to Submit Inspection and Repair Information](#)**

### Inspection Flow Chart

