



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: 23V326

Altec Identifier: CSN-3076

June. 23, 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 D2000, D3000, D4000, DB, DC, DL, DM, DH, and DT series digger derricks that were built with or have been upfitted with or have been upfitted with a Pengo-brand hollow auger extension. These units may have auger extension shafts with missing or improperly installed hardware. This hardware is necessary to secure the auger extension shaft to the coupler connecting it to the digger. Missing or improperly installed hardware can cause the hex auger extension bar to detach from the digger and allow the auger or other attachments to fall, creating a risk of injury to personnel near the unit. **Death or serious injury could be caused from a falling auger.**

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 is estimated to take 30 minutes and one person to complete. The repair is estimated to take 30 minutes 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.

Hollow Auger Extension Shaft Hardware

Units Affected: D2000, D3000, D4000, DB, DC, DL, DM, DH, and DT series digger derricks that were built with or have been upfitted with a Pengo-brand hollow auger extension. Verify your unit is affected by reviewing the attached list or accessing Altec Connect. If your unit is not listed, you may have purchased a Pengo-brand hollow auger extension from Altec Service Parts. Your affected parts order will be listed in the attached documents.

Background: Altec has learned that the affected units could have hollow auger extension shafts with missing or improperly installed hardware. This hardware is necessary to secure the hollow auger extension shaft to the coupler connecting it to the digger. Missing or improperly installed hardware can cause the hex auger extension bar to detach from the digger and allow the auger or other attachments to fall, creating a risk of injury to personnel near the unit.



Death or serious injury could be caused from a falling auger. Replace the auger attachment pin/bolt if it shows signs of wear. Inspect the auger attachment pin/bolt each day before operating the unit.

Customer Action: Inspect each hollow auger extension shaft for missing or improperly installed hardware prior to unstowing the auger/auger extension. This applies to any hollow auger extension shaft installed on a unit and any hollow auger extension shaft held in stock or storage. Use the Inspection Procedure beginning on page 2, or contact Altec to perform the inspection. If repair is required, order and install the specified parts, or schedule the installation of the parts by Altec.

Requirements: The inspection is estimated to take 30 minutes and one person to complete. The repair is estimated to take 30 minutes and one person to complete.

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 \$45 for the labor to perform the inspection and \$45 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-GOALTEC (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	1.0 hr (Service); 0.5 hr (Other)
Account #	010.0393.43156.000.9311.000
Travel	Not included
NHTSA code	90
Prime fail P/N	990360171, 990497902
Doc ref	074900870

Altec Use Only			
Description	Part No.	Qty	Warranty
Parts Kit, Kelly Bar 990360171 (H262x62)	991623797	1	Yes
Parts Kit, Kelly Bar 990497902 (H250x62)	991623798	1	Yes

Inspection Procedure: Normal mechanic's hand tools 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 where the booms can be elevated and rotated. Apply the parking brake, and engage the power take-off (PTO). Chock the wheels, and properly set the outriggers.
2. Put the unit in machine mode, unstow the unit, and rotate and lower the boom tip so the digger/auger connection point is accessible while working from the ground (refer to Figure 1). Do not unstow the auger. This inspection can be completed while keeping the auger stowed.



Figure 1 — Digger/Auger Connection Point

3. 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.
4. Locate the coupler casting. Coupler castings are typically painted black and located between the digger drive shaft and the auger, as shown in Figure 2. Visually inspect the coupler casting for identifying designations.
 - If the coupler casting contains the designation "PENGO," proceed to step 5.
 - If the coupler casting does not contain the designation "PENGO," this notice does not apply. Perform steps a and b.
 - a. Put the unit back into service.
 - b. Complete the Inspection Sheet at the end of this notice, and return it to Altec.

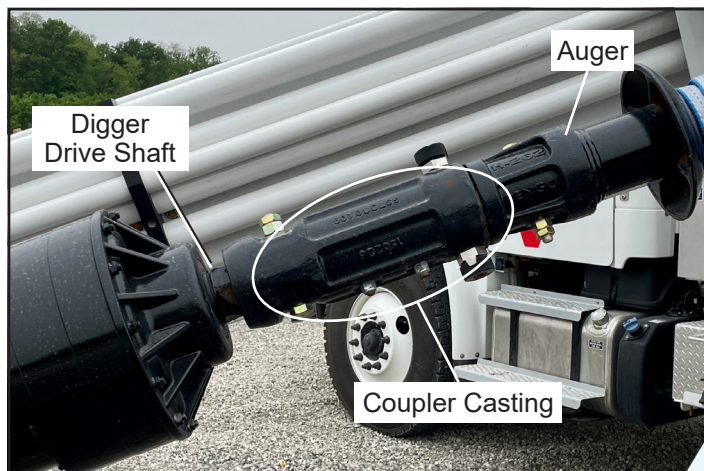


Figure 2 — Coupler Casting

5. Visually inspect both sides of the coupler casting for two locking pin assemblies and two sets of hex bolts and lock nuts as shown in Figure 4.
 - If the locking pin assemblies, hex bolts, and lock nuts are present, perform steps a through d.
 - a. Verify the two locking pin assemblies are wrench-tight.
 - b. Verify the two hex bolts and lock nuts are wrench-tight.
 - c. Put the unit back into service.
 - d. Complete the Inspection Sheet at the end of this notice, and return it to Altec.

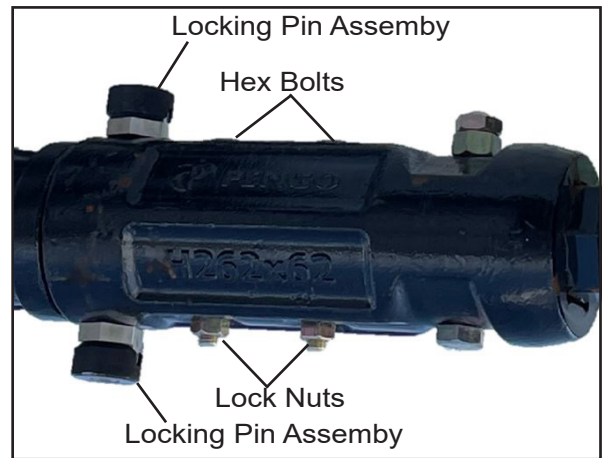
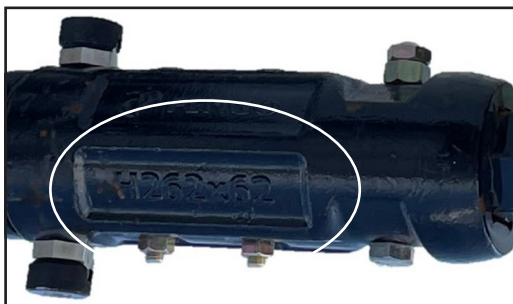


Figure 4 — Coupler Casting Hardware

- If the locking pin assemblies, hex bolts, and lock nuts are missing, do not unstow or use this auger extension until it has been repaired. Proceed to step 6.
- If the locking pin assemblies are present, but one or more hex bolt or lock nut is missing, do not unstow or use this auger extension until it has been repaired. Verify the locking pin assemblies are wrench-tight. Proceed to step 6.
- If both sets of hex bolts and lock nuts are present, but one or both locking pin assemblies are missing, this auger extension can not be used for screw anchor installation until it has been repaired. It may be used for auger drilling after verifying the hex bolts and lock nuts are wrench-tight. Proceed to step 6.

6. Visually inspect the coupler casting for one of two designations cast into one of its faces as shown in Figure 4. Determine the required parts kit based on the coupler casting designation. Each kit contains two locking pin assemblies, two hex bolts, two lock nuts, and installation instructions.



Casting Designation	Kit Part Number	Quantity Required
H262x62	991623797	
H250x62	991623798	

Figure 4 — Coupler Casting Designation

7. Order and schedule the installation of the required parts as marked above using either of the methods shown below.
 - Contact Altec Service to schedule the installation of the required parts.
 - Contact Altec Parts to order the required parts, and schedule for your own technician or your third party provider to install them.
8. Do not complete the Inspection Sheet at the end of this notice. Completion of the CSN will be documented after the vehicle is repaired.

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.