



Customer Outreach
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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: 23V417

Transport Canada Number: NA

Altec Identifier: CSN-3086

August 4, 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 TG-124S trailers built from April 2022 through April 2023. These units could have missing or improperly torqued U-bolts on the underside of the trailer axle. U-bolt detachment can result in a loss of vehicle handling and control. **Loss of vehicle handling and control can increase the risk of a crash.**

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 15 minutes to complete. The repair is estimated to take 1.5 hours 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.



Axle U-Bolt Torque Inspection

Units Affected: Certain TG-124S trailers built from April 2022 to April 2023. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that the affected units could have missing or improperly torqued U-bolts on the underside of the trailer axle. U-bolt detachment can result in a loss of vehicle handling and control. Loss of vehicle handling and control can increase the risk of a crash.



Death or serious injury could result from uncontrolled movement. Verify the trailer axle U-bolts are properly torqued to manufacturer's specifications.

Customer Action: Complete the inspection and repair as described in the Inspection Procedure beginning on page 2 within 30 days of receipt of this notice, or contact Altec to perform this inspection.

Subsequent damage due to failure to perform the required action(s) in the time period allowed will not be covered by warranty.

Requirements: Every affected unit requires inspection to determine if the U-bolts are installed and correctly torqued. If the U-bolts are visibly loose, damaged, or missing, the trailer will need to be removed from service until the repair is completed. The inspection is estimated to take no more than 15 minutes and 1 person to complete. The repair is estimated to take 1.5 hours and 1 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 \$22.50 for the labor to perform this inspection and \$135.00 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 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

Table with 2 columns: Description, Hours. Rows include Inspection labor, Repair labor, Account #, Travel, NHTSA code, Prime fail P/N, Doc ref.

Table with 4 columns: Description, Part No., Qty, Warranty. Row includes Axle Fastener Kit, U-Bolts, Hex Nuts, and Tie Plates.

Inspection Procedure: This inspection and repair require normal mechanic's hand tools and a calibrated click-type torque wrench capable of applying 55 foot-pounds. Read and understand all steps of the instructions before beginning the procedure.

1. Position the trailer on a level surface. Chock the wheels.
2. Locate the U-bolts and hex nuts on the underside of the trailer (refer to Figure 1).



Figure 1 — Trailer Axle U-Bolts and Nuts

3. Verify a total quantity of four U-bolts and eight hex nuts are present.
 - If no U-bolts or hex nuts are missing, proceed to step 4.
 - If any U-bolts or hex nuts are visibly loose, damaged, or missing, remove trailer from service.
 - a. Contact Altec to order replacement kit 991641868 or schedule the installation of this kit by Altec.
 - b. Do not complete the Inspection Sheet at the end of this notice. Completion of the CSN will be documented after the unit is repaired.
 - c. Do not complete the remaining steps in the Inspection and Repair Procedure.
4. Torque all hex nuts to 55 foot-pounds.
5. Put the trailer back into service.
6. Document completion of this notice.
 - If a customer completes the work, complete the Inspection Sheet at the end of this document and return it to Altec.
 - If Altec Service completes this work, indicate the appropriate level of repair on your service request.

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.