



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: 23V438

Transport Canada Number: N/A

Altec Identifier: CSN-3091

August 25, 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 AT335 units built from April 2019 through December 2022. The 120-volt platform outlet may not have GFCI protection on the affected units, **increasing the risk of severe electrical shocks and fires.**

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 repair can be performed by the customer, or you may contact Altec for further assistance. The repair is expected to take 45 minutes to repair and 1 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.

August 25, 2023



Platform GFCI Outlet

Units Affected: Certain AT335 units built from April 2019 to December 2022. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that the 120-volt platform outlet may not have GFCI protection on the affected units, increasing the risk of severe electrical shocks and a fire.



Death or serious injury and property damage could result from electrical shocks or from a fire. Do not use the 120-volt platform outlet until the GFCI Outlet Kit is installed.

Customer Action: Order and install the GFCI Outlet Kit, part number 991638640, or schedule the installation of this kit by Altec. This kit must be installed by the next preventive maintenance interval or within 90 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: Every affected unit requires the installation of the proper kit for completion. The repair is estimated to take 45 minutes and 1 person to complete.

Completion and Warranty: The repair is 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 \$67.50 for the labor to perform the repair. Customer 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	0.0 hr (Service), 0.0 hr (other)
Repair labor	1.25 hr (Service), 0.75 hr (other)
Account #	010.0557.43156.000.8606.000
Travel	Not included
NHTSA code	90
Prime fail P/N	N/A
Doc ref	074900874

Altec Use Only			
Description	Part No.	Qty	Warranty
GFCI Outlet Kit	991638640	1	Yes