



Customer Outreach
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connect.altec.com/login

Phone 1-877-GO ALTEC

IMPORTANT SAFETY RECALL

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

NHTSA Recall Number: 23V702

Transport Canada Number:

Altec Identifier: MAB-3130

December 15, 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 Altec parts orders for Tulsa Winch Inc. (TWG) gearbox components that were ordered May 2023 until September 2023. These gearbox components could have an improper material composition which could cause a fracture of the brake flange. Fracture of the brake flange could lead to failure to hold a load, **increasing the risk of death or serious injury**.

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 received parts orders 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 1 hour and 45 minutes 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.



Rotation Gearbox Brake Flange Composition — Component Sales

Units Affected: Certain part orders for TWG gearbox brake, part number 970750249, placed through Altec Parts or installed during an Altec Service Request. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that the affected units could have a rotation gearbox with a brake flange that could fail. Suspect gearbox brake components were identified by TWG as having the improper material composition.



Death or serious injury will result from uncontrolled movement. Improper composition of the brake flange on the rotation gearbox can cause the brake flange to fracture, causing the brake to fail to hold a load. Remove the unit from service until corrective action can be completed.

Customer Action: Remove any unit from service that is on the affected units list. Do not return the unit to service until a replacement has been made.

Order and install the Rotation Gearbox Component Replacement kit, part number 991698807, or contact Altec to schedule the installation of this kit.

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

Requirements: The repair is estimated to take one person and 1 hour 45 minutes to complete.

Completion and Warranty: The repair can be performed by Altec, the customer, or the customer’s warranty provider. Altec will perform the repair for free at an Altec facility. If the customer or the customer’s warranty provider performs the repair, a warranty claim must be submitted to be reimbursed for the cost of the parts and/or labor. Altec will allow up to \$157.50 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.

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	NA
Repair labor	2.25 hrs (Service); 1.75 hrs (Other)
Account #	010.0393.43156.000.9359.000
Travel	Not included
NHTSA code	90
Prime fail P/N	970750249
Doc ref	074900907

Altec Use Only			
Description	Part No.	Qty	Warranty
Rotation gearbox component replacement	991698807	1	Yes