



Customer Outreach  
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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:** 2023-584

**Altec Identifier:** MAB-3120

November 21, 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 model digger derricks equipped with Tulsa Winch Inc. (TWG) gearboxes that were manufactured April 2023 until October 2023. These gearboxes 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 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 less than 30 minutes to complete. The repair is expected to take 5.5 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.

## Rotation Gearbox Brake Flange Composition

**Units Affected:** Certain Altec model digger derricks equipped with Tulsa Winch Inc. (TWG) gearboxes that were manufactured April 2023 until October 2023 and a parts order for a TWG gearbox placed through Altec Parts. 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 gearboxes 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:** Immediately inspect the rotation gearbox according to the Inspection Procedure on page 2. Remove any units from service as described in that procedure.

If repair is required, order and install the Rotation Gearbox Replacement kit, part number 991683364, 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 inspection is estimated to take 30 minutes and 1 person to complete. The repair, if required, is estimated to take one person and 5.5 hours to complete. Replacement of the rotation gearbox will require slings and/or hoists with adequate capacity to support the gearbox. It will also require the technician to adjust the rotation pinion and set the backlash. Altec mobile technicians may not be able to complete this work at a customer location.

**Completion and Warranty:** The inspection and repair can be performed by Altec, the customer, or the customer’s warranty provider. Altec will perform the inspection and repair for free at an Altec facility. If the customer or the customer’s warranty provider performs the inspection or repair, 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 \$540 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 inspection or repair at the owner’s location.

Altec Use Only	
Inspection labor	1.0 hr (Service); 0.5 (other)
Repair labor	6 hrs (Service); 5.5 hrs (Other)
Account #	010.0393.43156.000.9344.000
Travel	Not included
NHTSA code	90
Prime fail P/N	NA
Doc ref	074900901

Altec Use Only			
Description	Part No.	Qty	Warranty
Rotation gearbox replacement kit	991683364	1	Yes

**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

**Inspection Procedure:** Read and understand all steps of the instructions before beginning the procedure.

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. Go to the rear of the turntable to access the rotation gearbox (refer to Figure 1).
3. Find the rotation gearbox serial number (S/N) and compare it to Figure 2.
  - If your serial number does not match a serial number in Figure 2, proceed to step 4.
  - If the serial number matches a serial number in Figure 2, proceed to step 5.



*Figure 1 —  
Rotation Gearbox*

60-0208-06511	60-0208-06583
60-0208-06523	60-0208-06624
60-0208-06524	60-0208-06625
60-0208-06525	60-0208-06627
60-0208-06572	60-0221-00003
60-0208-06575	

*Figure 2 — Suspect Rotation Gearbox Serial Numbers*

4. No repair is required. Perform steps a through d below.
  - a. Put the unit back into service.
  - b. Complete the Inspection Sheet at the end of this notice and return it to Altec, or use the [QR code](#) below to submit the inspection results.
  - c. If the inspection was performed by Altec, mark this notice as complete on the Service Request.
  - d. Do not complete the remaining step in this notice.
5. Take the unit out of service. Do not return the unit to service until a repair has been made. Do not complete the Inspection Sheet at the end of this notice.
  - a. Order and install the Rotation Gearbox Replacement kit, part number 991683364, or contact Altec to schedule the installation of this kit.
  - b. Use the QR code to submit your inspection results.



# 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](mailto:product.safety@altec.com)
- Online through the customer portal – Altec Connect\*
- Complete and return the included postcard.



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.