



Customer Outreach  
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Saint Joseph, MO 64508

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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:** 24V015

**Transport Canada Number:** 2024-048

**Altec Identifier:** CSN-3142

March 8, 2024

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 AT series aerial devices built from February 2004 through December 2022. The electrical cables in the engine compartment may not have sufficient clearance from the chassis hood. The cable's protective loom may wear over time and cause an electrical short circuit, **increasing the risk of injury, death, or property damage due to a fire in the chassis.**

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.

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, consisting of verifying clearance between the chassis hood and wiring, can be performed by the customer, or you may contact Altec for further assistance. The repair is expected to take 1 hour to complete. All work will be performed at no charge to the customer when presented for repair.

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.

## AT Battery Cable Interference

**Units Affected:** Certain AT series aerial devices built from February 2004 to December 2022. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

**Background:** Altec has learned that there could be insufficient clearance between the electrical cables routed in the engine compartment and the hood. Contact could cause rubbing between the cable’s protective split loom and the hood, resulting in the protective split loom of the cable to wear over time. Damage to the protective split loom and cable insulation could allow an electrical short circuit between the cable and the vehicle hood. An electrical short circuit increases the risk of serious injury, death, or property damage due to a chassis fire.

**WARNING**

**Death or serious injury and property damage could result from a chassis fire.**

**Customer Action:** Order and install the inspection kit, part number 991718408, or contact Altec to perform this installation. The kit must be installed no later than the unit’s next preventive maintenance interval. Warranty for this repair expires March 8, 2026.

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

**Ask your service provider to check for any outstanding notices at your next appointment.**

**Requirements:** Every affected unit requires the installation of the proper kit for completion. The installation is estimated to take 1 hour and one person to complete.

**Completion and Warranty:** The kit installation 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 \$90.00 for the labor to perform the installation. Customers are responsible for the travel costs of an Altec Mobile Service technician if the technician performs the installation at the owner’s location.

**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

Altec Use Only	
Inspection labor	1.0 hr (Service) 0.5 hr (Other)
Repair labor	1.5 hr (Service) 1.0 hr (Other)
Account #	010.0997.43156.000.9404.000
Travel	Not included
NHTSA code	90
Prime fail P/N	NA
Kit instructions	074900918

Altec Use Only			
Description	Part No.	Qty	Warranty
Inspection kit	991718408	1	Yes