



Customer Outreach  
PO Box 8338  
Saint Joseph, MO 64508

product.safety@altec.com  
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:** 24V743

**Altec Identifier:** CSN-3189

November 22, 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 AT200A units built from March 2024 through August 2024. These units could have clutch pump hoses that contact the vehicle exhaust, **increasing the risk of a fire.**

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 inspection and repair, consisting of routing the clutch pump hoses farther away from the exhaust manifold, can be performed by the customer, or you may contact Altec for further assistance. The inspection is expected to take one hour to complete. The repair is expected to take one hour to complete. In some instances, the clutch pump hoses could require replacement, which is expected to take 2.5 hours to complete. Parts may not be immediately available due to supplier backorder. 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.



## Clutch Pump Hose Routing Inspection

**Units Affected:** Certain AT200A units built from March 2024 to August 2024. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

**Background:** Altec has learned that the affected units could have clutch pump hoses that are routed incorrectly. An incorrectly routed hose could contact the vehicle exhaust, increasing the risk of a fire.



**WARNING**

**Death or serious injury could result from a fire. Clutch pump hoses that contact the vehicle exhaust could cause a fire. Correctly route the hoses so they are not contacting the exhaust.**

**Customer Action:** Inspect the clutch pump hose routing using the Inspection Procedure beginning on page 2 within 90 days of receipt of this notice or at the next service interval, whichever is sooner, or contact Altec to perform this inspection. If the inspection shows that repair is required, order and install the P-Clamp and Heat Shielding Kit, part number 991829158, or contact Altec to perform this installation. If the hoses are damaged, also order and install the Replacement Clutch Pump Hoses Kit, part number 991837563, and do not return the unit to service until the kit is installed. Install all required kits within 90 days of receipt or at the next service interval, whichever is sooner.

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:** The inspection is estimated to take 1 hour and 1 person to complete. The repair is estimated to take 1 hour and 1 person to complete. If required, replacement of the clutch pump hoses is estimated to take 2.5 hours and 1 person to complete; this time includes the p-clamp and heat shielding repair.

**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 \$90 for the labor to perform the inspection, up to \$90 for the labor to install the p-clamp and heat shielding, and \$225 to replace the clutch pump hoses. Customers are responsible for the travel costs of an Altec Mobile Service technician if the technician performs the work at the owner’s location.

Altec Use Only	
Inspection labor	1.5 hr (Service); 1.0 hr (Other)
P-clamp/shield kit only	1.5 hr (Service); 1.0 hr (Other)
Hose replacement & p-clamp/shield	3.0 hr (Service); 2.5 hrs (Other)
Account #	010.0557.43156.000.9479.000
Travel	Not included
NHTSA code	90
Prime fail P/N	NA
Kit instructions	074900955

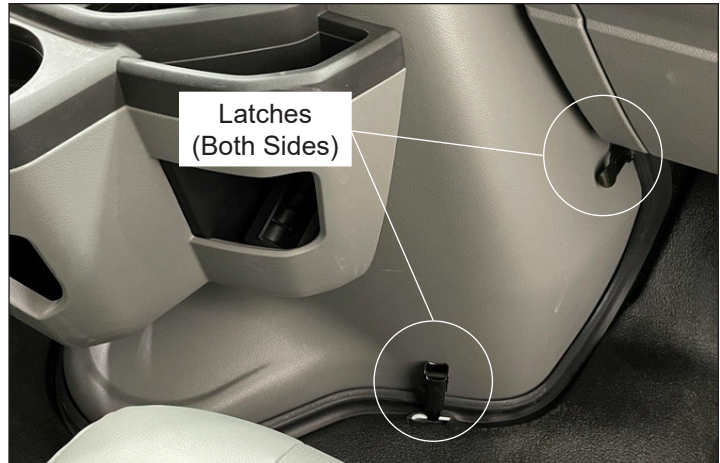
Altec Use Only			
Description	Part No.	Qty	Warranty
P-Clamp and heat shielding kit	991829158	1	Yes
Replacement clutch pump hoses kit	991837563	1	Yes

**Altec Contact Info:** Altec Connect: [connect.altec.com/login](https://connect.altec.com/login)

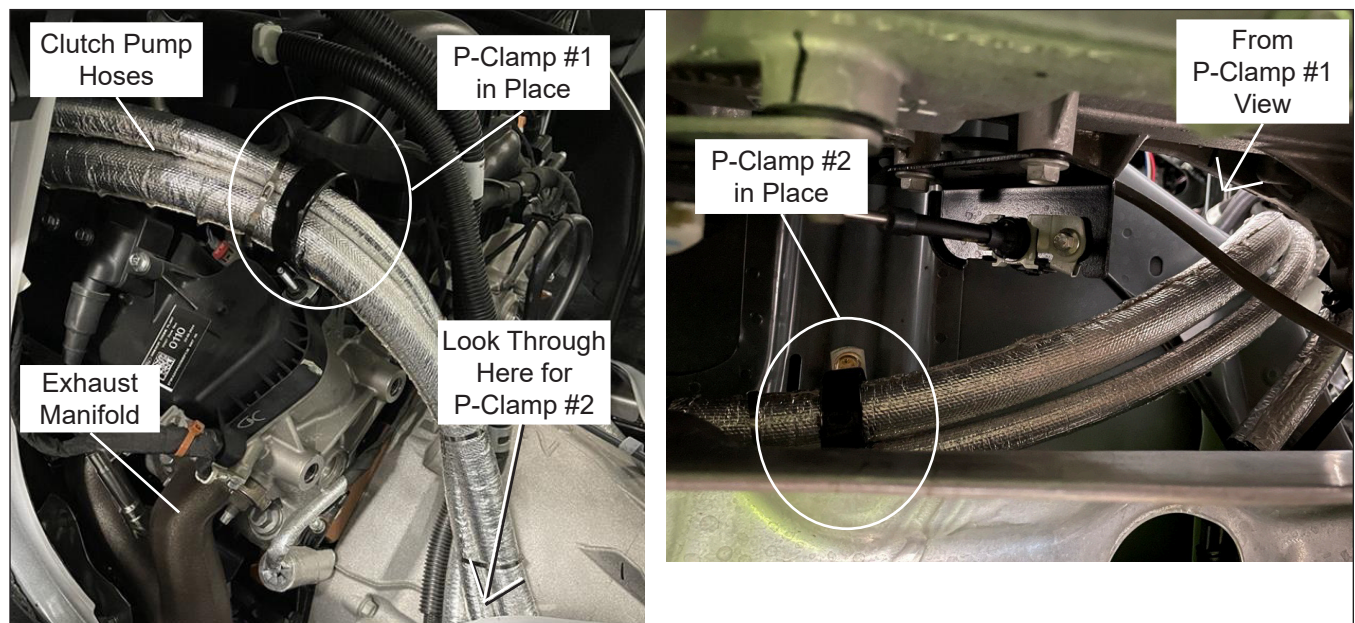
Phone: 1-877-GO ALTEC (1-877-462-5832) | Options: 1 - Parts; 2 - Shop Service; 3 - Mobile Service; 4 - Technical Support; 5 - Global Rental Service Request; 6 - Chassis Repair

**Inspection Procedure:** Normal mechanic's hand tools are required for this inspection.

1. Read and understand all steps of the instructions before beginning the procedure. Wear appropriate personal protective equipment (PPE) following your employer's requirements.
2. 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 lock-out/tagout procedure. Chock the wheels.
3. Remove the cover to the engine compartment in the chassis cab (refer to Figure 1).
  - a. If the vehicle has a laptop stand, remove it to access the engine compartment cover.
  - b. Unlatch the four latches that hold the cover in place.
  - c. Carefully lift the cover and pull it towards the back of the chassis. It should move freely.
  - d. Place the removed cover out of the work area.
4. Identify the clutch pump hoses routed from the clutch pump towards the front of the engine compartment. Verify the two p-clamps that route the hoses are in place as shown in Figure 2.
  - If both p-clamps are in place, proceed to step 5.
  - If either p-clamp is missing, proceed to step 6.



**Figure 1 — Engine Compartment Cover**



**Figure 2 — Inspect for P-Clamps**

5. No repair is required.
  - a. Put the unit back into service.
  - b. Complete the Inspection Sheet at the end of this notice, and return it to Altec.
  - c. If the inspection was performed by Altec, mark this notice as complete on the Service Request.
  - d. Do not complete the remaining steps in this notice.
6. Inspect the heat shielding around the clutch pump hoses for tears, burns, or missing heat shielding. Record the results in Figure 3.
  - If the heat shielding is in place and in good condition, proceed to step 8.
  - If the heat shielding is damaged or missing, proceed to step 7.

Inspection	Result	Action if Yes	Kit
P-Clamp(s) missing	Yes   No	Inspect every 2 weeks	991829158
Damaged or missing heat shielding	Yes   No	Remove from Service	-
Damaged hoses	Yes   No	Remove from Service	991837563
Potential for contact between hoses and exhaust manifold	Yes   No	Remove from Service	-

**Figure 3 — Inspection Results**

7. Carefully unwrap any damaged heat shielding to inspect the clutch pump hoses underneath. Inspect the clutch pump hoses for damage (deformation or burn marks). Record the results in Figure 3. Put the heat shielding back in place.
8. Inspect the routing to determine if the clutch pump hoses have the potential or are contacting the exhaust manifold. Record the results in Figure 3.
9. Install the engine compartment cover and laptop stand, if equipped.
10. Repair is required.
  - a. Determine if the unit can remain in service.
    - If the p-clamps are missing and all other inspections have a No result, the unit can remain in service until the kit is installed. Repeat this inspection every two weeks until the kit is installed.
    - If there is more than one Yes in the result column, the unit must be removed from service until the kit(s) are installed.
  - b. Order the required kit(s).
    - The P-Clamp and Heat Shielding Kit, part number 991829158, is required for all repairs.
    - If the clutch pump hoses are damaged, also order the Replacement Clutch Pump Hoses Kit, part number 991837563.
  - c. Arrange for the installation of the required kit(s) using one of the methods below.
    - Contact Altec Service to schedule the installation of the kit.
    - Contact Altec Parts to order the kit, and schedule for your own technician or your third party provider to install the kit
  - d. Do not complete the Inspection Sheet at the end of this notice. Completion of the notice will be documented after the vehicle is repaired.

# 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\*



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.