



IMPORTANT SAFETY RECALL

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

NHTSA Recall Number: 25V651
Altec Identifier: CSN-3253

Transport Canada Number: NA

November 5, 2025

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 mounting fasteners at the boom tip on Altec A-Class models built from January 2024 through September 2025. The mounting fasteners could be improperly torqued and could become loose or fall out, **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.

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 torquing the mounting fasteners and replacing missing fasteners, can be performed by a qualified person, or you may contact Altec for further assistance. The inspection and torque check is expected to take 30 minutes and 1 person to complete. If fasteners are missing, a repair will take 45 minutes and 1 person 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.

Please be aware that Altec Service will not service units over 25 years old, as indicated by the unit's serial number. If your unit has reached 25 years since manufacture, Altec Service will not carry out the work described in this notice. This work must be performed by a qualified person and is covered by the listed warranty considerations.

If your model is on the obsolete list, it has reached Altec's recommended end of product life, and Altec recommends removing it from service. Warranty coverage for obsolete units addressed in this notice will not apply. Unit status for End of Service or End of Product Life will be included with the provided unit list. Contact Altec for further guidance if needed.

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 888-327-4236 (TTY 888-275-9171) 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.

Boom Tip Mounting Fastener Torque Check

Units Affected: Certain Altec A-Class models built from January 2024 through September 2025. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that the boom tip mounting fasteners on affected units could be improperly torqued. These fasteners could become loose or fall out, leading to the platform not having adequate support.



Death or serious injury could result from falling from the platform. Boom tip mounting fasteners that fail or become loose can cause the platform to have unexpected movement. Properly torque the fasteners and replace any missing fasteners before operating the unit from the platform.

Customer Action: Torque the boom tip mounting fasteners according to the procedure on page 2 within 30 days of receipt of this notice. You can also schedule Altec Service to complete this work. Completing this work will secure the mounting fasteners. If any fasteners are missing or damaged, remove the platform from service until replacement fasteners are installed.

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 30 minutes and 1 person to complete. If fasteners are missing, the replacement is estimated to take 45 minutes and 1 person to complete.

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 \$45 for the labor to perform the torque inspection and up to \$67.50 for the labor to perform the fastener replacement. 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 Contact Info:

Phone: 1-877-GO ALTEC (1-877-462-5832) — Altec Connect Customer Portal: altec.com/altec-connect/

Altec Use Only	
Inspection labor	1.0 hr (Service); 0.50 hr (Other)
Repair labor	1.25 hr (Service); 0.75 hr (Other)
Account #	010.0393.43156.000.9573.000
Travel	Not included
NHTSA code	90
Prime fail P/N	020031237
Kit instructions	992001906

Altec Use Only			
Description	Part No.	Qty	Warranty
Replacement fastener kit	992006859	1	Yes
Retaining plate	071810016	AR	If missing

Inspection Procedure: Normal mechanic's hand tools and a torque wrench rated for 28 ft-lbs 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 engage the power take-off (PTO) . Chock the wheels, and properly set the outriggers.
3. Use the lower controls to place the boom in a position that allows the platform to be rotated out 90 degrees and safe access to the boom tip for a person on the ground.
4. Rotate the platform out 90 degrees.
5. Disengage the PTO, and turn off the engine. Remove the key from the ignition, and secure it following your employer's vehicle lockout/tagout procedure.
6. Remove the platform pivot arm cover (refer to Figure 1). Keep the hardware and cover for re-installation.

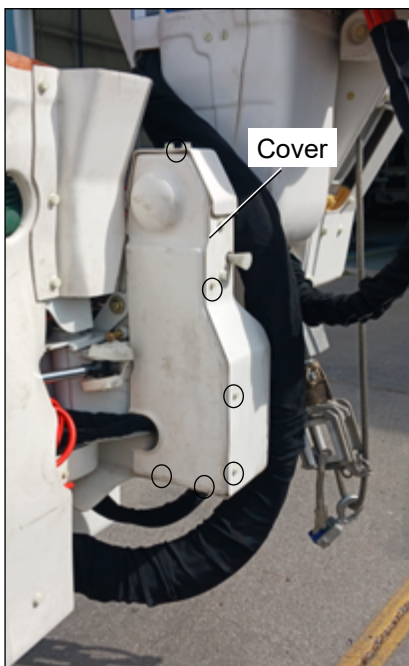


Figure 1 — Cover to Remove

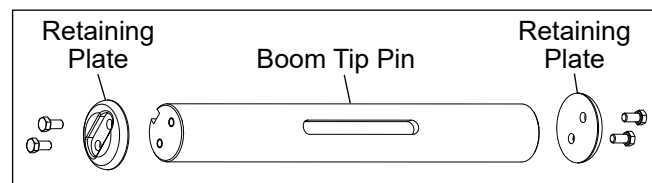


Figure 2 — Inspection Area



Figure 3 — Second Cover to Remove

7. Behind the pivot arm cover will be the retaining plate (part number 071810016) and cap screws (refer to Figure 2). This procedure is also found in Section 4 of the Maintenance Manual under Boom Tip Pin Retaining Plates.
 - a. Visually inspect fasteners and retaining plate.
 - b. Perform a 90% torque check (28 ft-lbs) of the normal installation torque value (31 ft-lbs) with a calibrated torque wrench to ensure the connection is secure. If any are loose, torque to 31 ft-lbs.
 - c. If fasteners are missing or damaged, they require replacement.

8. Replace the cover.
9. Inspect the opposite side of the boom tip pin retaining plate (part number 071810016) and cap screws. Remove the outer jib cover (refer to Figure 3). Keep the hardware and cover for re-installation.
 - a. Visually inspect fasteners and retaining plate.
 - b. Perform a 90% torque check (28 ft-lbs) of the normal installation torque value (31 ft-lbs) with a calibrated torque wrench to ensure the connection is secure. If any are loose, torque to 31 ft-lbs.
 - c. If fasteners are missing or damaged, they require replacement.
10. Replace the cover.
11. Review the inspection results.
 - If all fasteners and the retaining plate are in place and not damaged, the torque inspection is complete no repair is required. Proceed to step 12.
 - If any fasteners are missing or damaged, replacement fasteners are required. Proceed to step 13.
12. 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 step in this notice.
13. Repair is required.
 - a. Take the platform out of service until the repair has been completed.
 - b. Order the Replacement fastener kit, part number 992006859.
 - c. Arrange for the installation of the required kit 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.
 - e. Install the kit upon receipt.
 - f. Put the platform back into service.

INSPECTION SHEET

Complete this form and submit it to Altec to document a completed inspection that results in no repair or a repair that did not require a parts kit to complete.



Product Safety

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
- Online through the customer portal – Altec Connect*



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.