



# IMPORTANT SAFETY RECALL

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

**NHTSA Recall Number:** 25V810  
**Altec Identifier:** CSN-3265

**Transport Canada Number:** N/A

January 13, 2026

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 AT41ME aerial units built from February 2019 to February 2023. These units could continue to allow function to the upper controls when the emergency stop is engaged. This can cause unintended movement, **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 repair, consisting of installing a butt-splice in the power distribution module wiring, can be performed by a qualified person, or you may contact Altec for further assistance. The repair is expected to take 45 minutes and one person to complete. 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: If Altec fails or is unable to remedy this defect without charge, or within a reasonable amount of time, you may submit a written 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.nhtsa.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.

## Lower Controls Emergency Stop Modification

**Units Affected:** Certain AT41ME aerial units built from February 2019 to February 2023. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

**Background:** Altec has learned that when the lower controls emergency stop is engaged, the upper controls could continue to function on the affected units. This can cause unintended movement, increasing the risk of death or serious injury.



**WARNING**

**Death or serious injury could result from unexpected movement. Do not operate the until the repairs are complete.**

**Customer Action:** Order and install the Lower Controls Emergency Stop Repair Kit, part number 992039037, or contact Altec to complete this work. This kit must be installed by the next preventive maintenance cycle or within 30 days of receipt of this notice, whichever comes first. Completing this work will prevent the upper controls from functioning when the lower controls emergency stop is engaged.

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 repair is estimated to take 45 minutes and 1 person to complete.

**Completion and Warranty:** The repair 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 \$67.50 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 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/](https://altec.com/altec-connect/)

Altec Use Only	
Inspection labor	0.0 hr (Service); 0.0 hr (Other)
Repair labor	1.25 hr (Service); 0.45 hr (Other)
Account #	010.0337.43156.000.9589.000
Travel	Not included
NHTSA code	90
Prime fail P/N	N/A
Kit instructions	992035894

Altec Use Only			
Description	Part No.	Qty	Warranty
Lower controls emergency stop repair kit	992039037	1	Yes