



IMPORTANT SAFETY RECALL

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

NHTSA Recall Number: 25V909

Transport Canada Number: N/A

Altec Identifier: CSN-3272

February 10, 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 certain AA/AN aerial units built from October 2022 through May 2023. These units could be a missing a check valve on the rotary joint, which can allow air and moisture into the system, and/or cause hydraulic oil to siphon out of the boom hoses. This can result in moisture contamination, air in the system, compromised dielectrics, and/or hydraulic oil to overflow the reservoir. Moisture contamination, air in the system, and compromised dielectrics could result in unintended movement and increased risk of electric shock, **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 inspecting the rotary joint and installing a check valve, can be performed by a qualified person, or you may contact Altec for further assistance. The inspection is expected to take 30 minutes and one person to complete. The repair is expected to take 1½ hours 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.

Rotary Joint Check Valve Inspection

Units Affected: Certain AA/AN aerial units built from October 2022 to May 2023. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that there could be a missing check valve on the rotary joint, which can allow air and moisture into the system, and/or cause hydraulic oil to siphon out of the boom hoses. This can result in moisture contamination, air in the system, compromised dielectrics, and/or hydraulic oil to overflow the reservoir. Moisture contamination, air in the system, oil loss, and compromised dielectrics could result in unintended movement and increased risk of electric shock, increasing the risk of death or serious injury. Altec has created an installation kit to install the missing check valve.

**WARNING**

Death or serious injury could result from unintended movement and/or electric shock. Do not operate the unit if the rotary check valve is not installed.

Customer Action: Inspect the rotary joint using the Inspection Procedure beginning on page 2. Depending upon the results of the inspection, order and install the Check Valve Installation Kit, part number 992055289. Complete this inspection and repair, or contact Altec to complete this work, by the next preventive maintenance cycle or within 30 days of receipt of this notice, whichever comes first.

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 one person to complete. The repair is estimated to take 1½ hours and one 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 \$45.00 for the labor to perform the inspection and up to \$135.00 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/

| Altec Use Only | |
|------------------|----------------------------------|
| Inspection labor | 1.0 hr (Service); 0.5 hr (Other) |
| Repair labor | 2.0 hr (Service); 1.5 hr (Other) |
| Account # | 010.0393.43156.000.9602.000 |
| Travel | Not included |
| NHTSA code | 90 |
| Prime fail P/N | N/A |
| Kit instructions | 992050157 |

| Altec Use Only | | | |
|------------------------------|-----------|-----|----------|
| Description | Part No. | Qty | Warranty |
| Check valve installation kit | 992055289 | 1 | Yes |

Inspection Procedure

Required Tools

- Normal mechanic's hand tools
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 lockout/tagout procedure. Chock the wheels.
 3. Remove all items and equipment stored in the bed of the vehicle so the work area around the pedestal is clear.
 4. Remove and retain the 4 cap screws securing the curb side pedestal cover (refer to Figure 1). Remove the cover.
 5. Locate the tank port on the side of the rotary joint and confirm if a check valve is installed (refer to Figures 2 and 3). The tank port will face the curb side of the unit and the check valve will have an arrow embossed into the valve (refer to Figure 3). Note that the 90° fitting may also have a swivel nut that resembles the check valve, but will not have the embossed arrow (refer to Figures 3 and 4). Be careful not to confuse the swivel nut for the check valve. Remove additional pedestal covers to access the tank port, if necessary.
 - If a check valve is installed on the tank port, no further action is required. Proceed to step 6.
 - If a check valve is not installed, proceed to step 7.

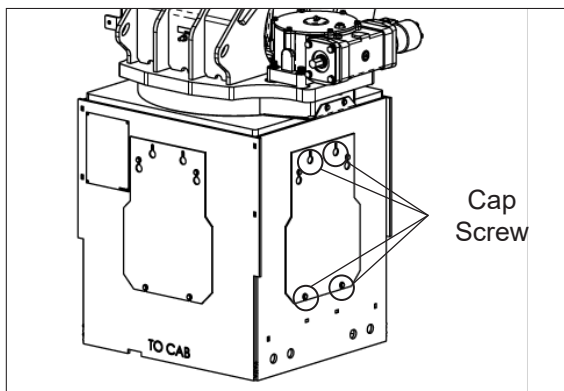


Figure 1 — Pedestal

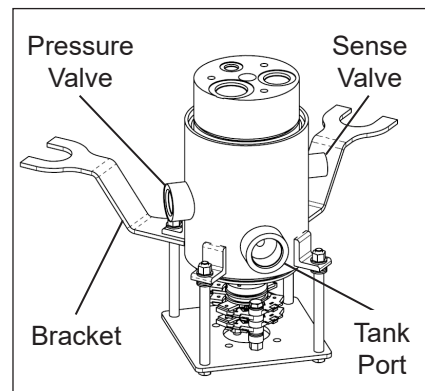


Figure 2 — Rotary Joint Tank Port

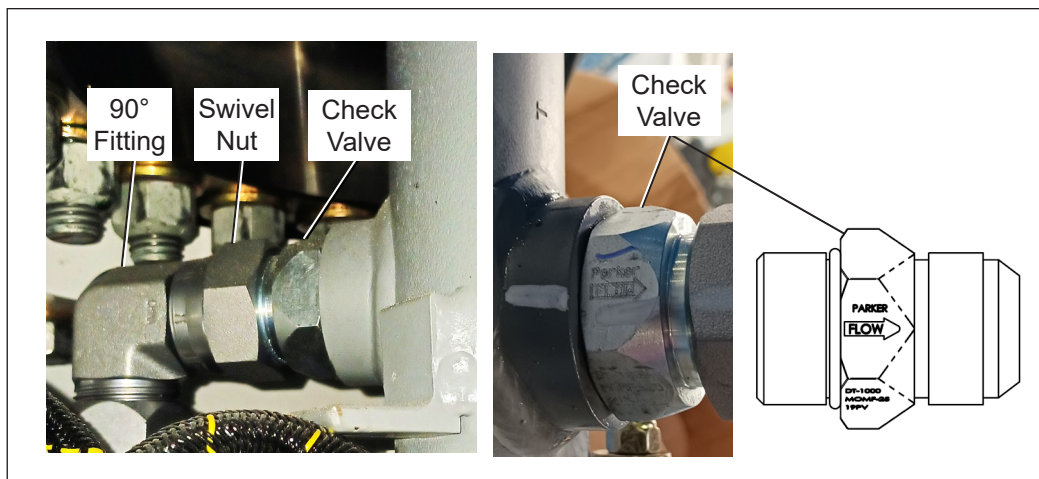


Figure 3 — Rotary Joint Tank Port and Check Valve



**Figure 4 — 90° Fitting
With Swivel Nut
(No Embossed Arrow)**

6. 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.

7. Repair is required.
 - a. Take the unit out of service until the missing check valve is installed.
 - b. Order the Check Valve Installation Kit, part number 992055289.
 - 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 unit 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 |
|-------|--------------------------|----------------|
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| | | |

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.