IMPORTANT SAFETY RECALL

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

NHTSA Recall Number: 26V243 **Transport Canada Number:** N/A

Altec Identifier: CSN-3307

June 09, 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 units built from January 2025 through February 2026. These units equipped with a one-hand control custom option at the turntable could bypass the emergency stop function. 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 inspection and repair, consisting of testing the emergency stop function and installing an electrical harness with a diode, 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 30 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.

CUSTOMER SERVICE NOTICE CSN-3307-A

One-Hand Control Emergency Stop Bypass Inspection

Units Affected: Certain units equipped with a one-hand control custom option at the turntable from January 2025 to February 2026. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that units equipped with a one-hand control custom option at the turntable could bypass the emergency stop function on affected units. This could result in continued functionality after the emergency stop is engaged when the one-hand control is active causing unintended movement, increasing the risk of death or serious injury. To correct this issue, Altec has developed a kit to install an electrical harness with a diode, preventing the one-hand controller from overriding the emergency stop.

WARNING

Death or serious injury could result from a unintended movement. Take the unit out of service until repairs are complete.

Customer Action: Inspect the emergency stop function using the Inspection Procedure beginning on page 2. Depending upon the results of this inspection, order and install the Emergency Stop Harness Kit, part number 992115608. 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 1 person to complete. The repair is estimated to take 30 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 $45.00 for the labor to perform the inspection and up to $45.00 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	1.0 hr (Service); 0.5 hr (Other)
Account #	010.0393.43156.000.9627.000
Travel	Not included
NHTSA code	90
Prime fail P/N	991764002
Kit instructions	992112234

Altec Use Only			
Description	Part No.	Qty	Warranty
Emergency stop harness kit	992115608	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 engage the unit's hydraulic system. Chock the wheels, and properly set the outriggers.

NOTICE

When testing the operation of the emergency stop, position the platform and booms to prevent damage from unexpected movement.

3. From the lower controls, actuate the one-hand lower controls selector switch to engage one-hand operation.

4. Operate a boom function. Make sure the chassis engine throttles up during the function.

5. While the boom is in motion, engage the emergency stop switch at the turntable.
   - If the boom continues to move after the emergency stop is engaged, repair is required. Proceed to step 7.
   - If the boom stops after the emergency stop is engaged, no repair is required. Proceed to step 6.

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. Put the unit back into service while awaiting repairs.
   b. Order the Emergency Stop Harness Kit, part number 992115608.
   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.

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*

*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.

Product Safety

Altec Connect

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.