



IMPORTANT SAFETY RECALL

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

NHTSA Recall Number: 26V409
Altec Identifier: CSN-3335

Transport Canada Number: N/A

August 18, 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 DH50H, DC47, and DM47E derrick units built from February 2023 through November 2025. These units could have incorrect pole rack capacity weights listed which can cause unintentional overload and a high vehicle center of gravity. This could cause loss of vehicle control or unintended movement such as a vehicle crash, **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 placards with the correct pole rack capacity value, can be performed by a qualified person, or you may contact Altec for further assistance. 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.

Incorrect Pole Rack Capacity Value

Units Affected: Certain DH50H, DC47, and DM47E derrick units built from February 2023 through November 2025. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that the vehicle pole rack load weight capacity was not calculated to the Altec standard and the listed capacity may not be correct. This can cause an unintentional overload of the pole rack assembly, resulting in a high vehicle center of gravity which could then cause a loss of vehicle control or unintended movement such as a vehicle crash, increasing the risk of death or serious injury. To address this issue, Altec has included 2 capacity placards with this notice with the correct capacity values.



WARNING

Death or serious injury could result from a vehicle crash. An overload of the pole rack assembly can cause a high vehicle center of gravity, increasing the risk of a vehicle crash. Install the provided placards containing the correct capacity values.

Customer Action: Immediately install the 2 pole rack capacity placards included in this notice using the Installation Procedure beginning on page 2.

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 30 minutes and 1 person to complete.

Completion and Warranty: The installation 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 \$45.00 for the labor to perform the installation. 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	0.0 hr (Service); 0.0 hr (Other)
Repair labor	1.0 hr (Service); 0.5 hr (Other)
Account #	010.0337.43156.000.9662.000
Travel	Not included
NHTSA code	90
Prime fail P/N	N/A
Kit instructions	N/A

Altec Use Only			
Description	Part No.	Qty	Warranty
N/A	N/A	N/A	Yes

Installation Procedure:

Required Tools:

- Normal mechanic's hand tools
- Water-based cleanser
- Plastic utility scraper

Parts:

- (2) pole rack capacity placards included in this notice
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. Locate the pole rack capacity placards at the front and rear of the assembly as shown in Figure 1. Some units may not have these placards installed. Use a plastic utility scraper to remove the old placards, if necessary.

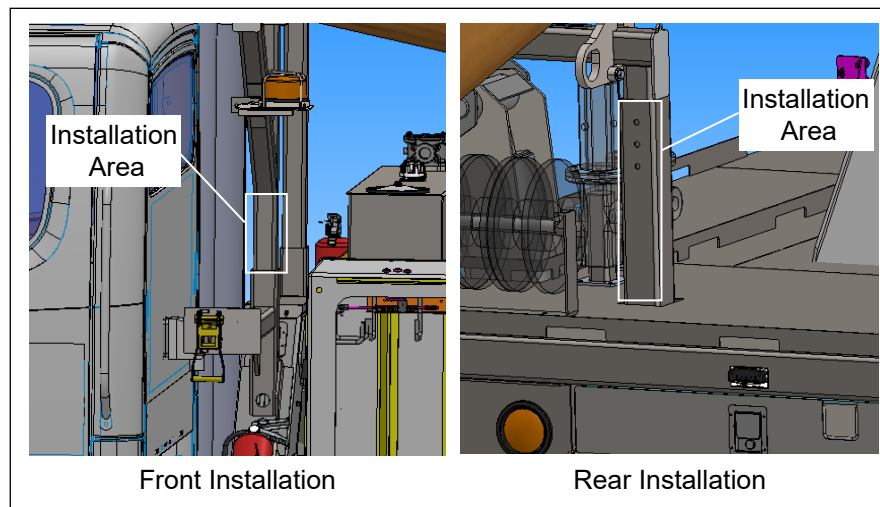


Figure 1 — Placard Installation

4. Use a water-based cleanser to clean the installation areas and allow it to dry (refer to Figure 1).
5. Install the new capacity placards in the installation areas so they are visible to the operator (refer to Figure 1).
6. Put the unit back into service.
7. Complete the Inspection and Repair sheet at the end of this notice, and return it to Altec. If the work was performed by Altec, mark this notice as complete on the Service Request.

INSPECTION AND REPAIR 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.