



210 Inverness Center Parkway  
Birmingham, AL 35242

Telephone: 205-991-7733  
Facsimile: 205-991-9993  
www.altec.com

**This notice applies to your vehicle. See CSN for specific unit identification.**

May 28, 2020

Dear Altec Owner,

Altec Industries, Inc. has developed a product improvement which relates to certain DB41B digger derricks built before January 2020.

Refer to CSN 755 for items covered under the warranty policy. Altec will supply necessary parts to correct this condition.

In order to determine if your unit is affected by CSN 755, compare the serial number of your unit with the list of affected units as described on the CSN. The product improvement can be performed by the customer or you may contact Altec at 1-877-GO-ALTEC (1-877-462-5832) for further assistance.

At any time, you may contact Altec at 1-877 GO ALTEC (1-877-462-5832) with your unit's serial number to determine if there are any other outstanding notices.

If you have sold or retired the unit please call Altec at 1-877-GO-ALTEC (1-877-462-5832) so the records may be changed.

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

May 28, 2020

Units Affected: DB41B digger derricks built before January 2020 (see attached list)

## HOP System Update

Altec is committed to providing our customers safe and reliable products from initial delivery throughout the useful life of the machine.

The upper boom extend function is intended to be disabled when the Hydraulic Overload Protection (HOP) system is activated. HOP activates correctly when the affected units are operated from the lower controls. However, Altec has discovered that upper boom extend is not disabled when HOP is activated while operating these units from the radio controls. This is caused by an issue with the derrick control system firmware.

Altec requires the derrick control system firmware version to be inspected using the AXIS Service Interface and following the Inspection and Update Procedure beginning on page 2. If the inspection indicates that the derrick firmware version is incorrect, the firmware must be updated as described.

The inspection and update must be completed no later than the next regular maintenance interval. **Do not use the radio controls to operate the unit from the ground or from the platform until the inspection and update are completed.** Overloading due to improper HOP operation could damage the unit or cause it to tip over, resulting in death or serious injury. The unit may continue to be operated from the lower control panel for digger derrick use including digging, pole handling, setting screw anchors, and other material handling work without platform use.

This inspection and update 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 repair for free at an Altec facility. If the customer or the customer's warranty provider performs the repair, a warranty claim must be submitted to be reimbursed for the cost of the labor. Altec will allow up to \$13.50 for the labor to perform the inspection and up to \$31.50 for the labor to perform the update. Call 1-877-GO ALTEC (1-877-462-5832) to schedule the work to be done by an Altec service technician. Customers are responsible for the travel costs of an Altec Mobile Service technician if the technician performs the inspection or repair at the owner's location.

Altec Use Only	
Inspection labor	0.25 hr
Repair labor	0.5 hr
Account #	010.1074.43151.715.000.000
Travel	Not Included
NHTSA code	98
Prime fail P/N	None
Doc ref	None

Parts Kit	Part Number	Qty	Warranty
None	None	0	N/A

## Inspection and Update Procedure

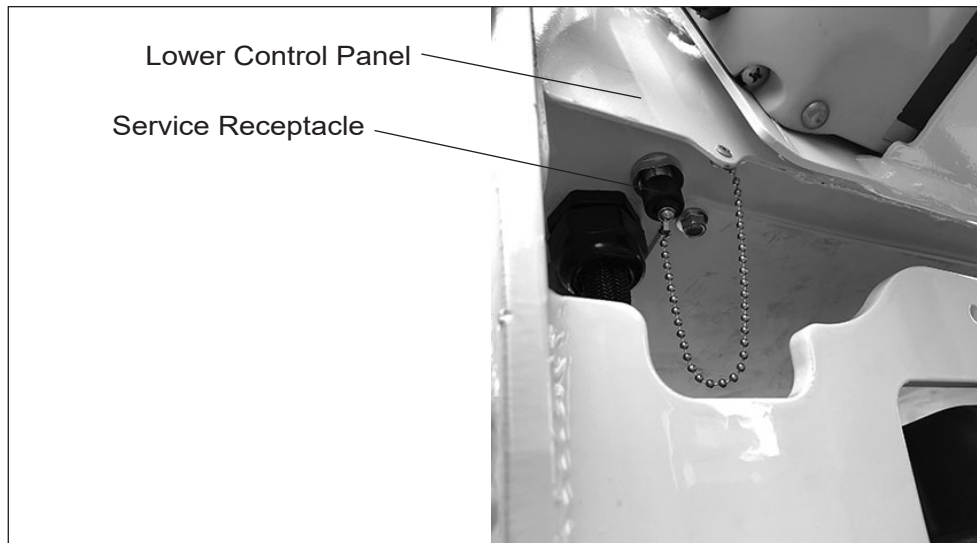
The AXIS Service Interface is required for completion of the derrick firmware inspection and update. Read and understand all steps of the instructions before beginning the procedure.

### Unit Setup

1. The unit must be parked on level ground or on a trailer, with the engine turned off. Turn the ignition key on the lower control panel to the On position. Do not start the engine. Confirm that the lights are illuminated on the control panel. Ensure the emergency stop control on both the lower control panel and on the ground drive controls is in the disengaged (out) position.

### Connecting AXIS

2. Remove the cap from the service receptacle on the underside of the lower control panel (refer to Figure 1). Connect the AXIS Service Interface to the receptacle using the Legacy Gateway adapter. Log into the AXIS Service Interface.



**Figure 1 – Connecting AXIS**

### Verifying AXIS Version

3. Access the AXIS screen on the display device. Look at the AXIS version in the upper left corner of the screen (refer to Figure 2).
  - If the AXIS version is 2.1.3.39337 or newer, as shown in the following examples, proceed to step 5.
    - 2.1.3.nnnnn where nnnnn is larger than 39337
    - 2.1.x.nnnnn where x is larger than 3; nnnnn is anything
    - 2.y.x.nnnnn where y is larger than 1; x and nnnnn are anything
    - z.y.x.nnnnn where z is larger than 2; y, x, and nnnnn are anything
  - If the AXIS version is older than 2.1.3.39337, as shown in the following examples, proceed to step 4.
    - 2.1.3.nnnnn where nnnnn is smaller than 39337
    - 2.1.x.nnnnn where x is 1 or 2; nnnnn is anything
    - 1.y.x.nnnnn where y, x, and nnnnn are anything



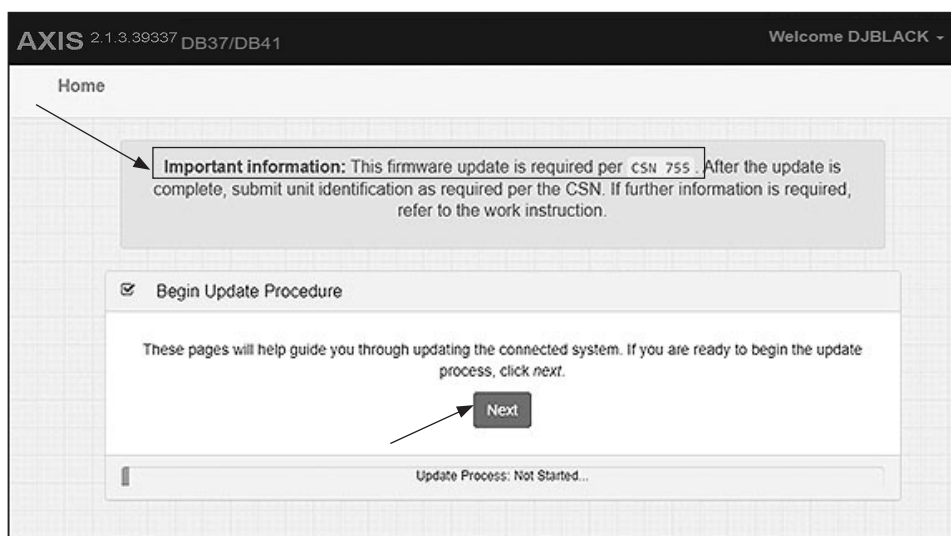
**Figure 2 – AXIS Screen**

### Updating AXIS Firmware Version

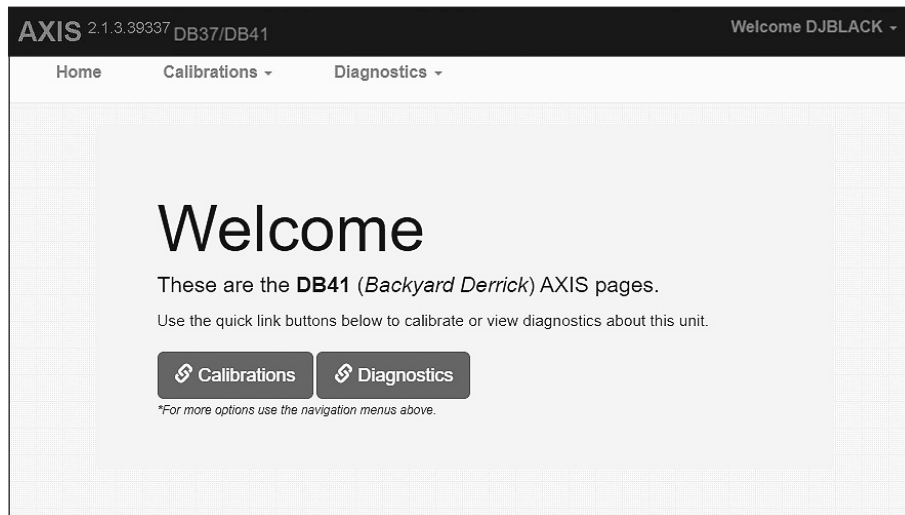
4. If the AXIS version is older than 2.1.3.39337, proceed to <http://altec.com/axis/axis-firmware/> and click the “Download AXIS Firmware X.X.X.XXXXX” button. Follow the instructions on the screen to update the AXIS Service Interface firmware.

### Inspecting for Derrick Firmware Update Status

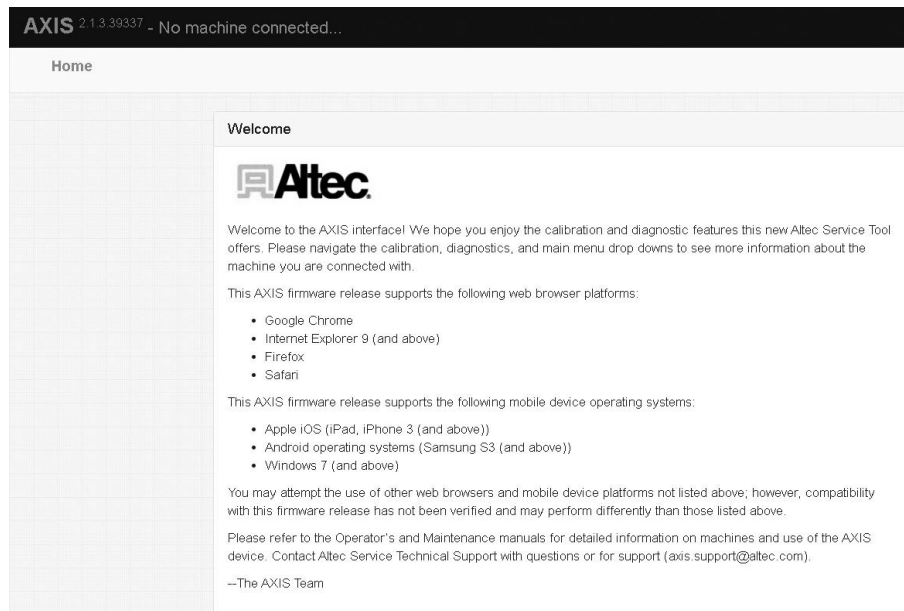
5. Navigate to the DB37/DB41 AXIS home page.
  - If the home page displays the screen stating, “Important information: This firmware update is required per CSN 755.” as shown in Figure 3, proceed to step 6.
  - If the home page displays the DB41 Welcome screen as shown in Figure 4, the derrick firmware is up to date. Proceed to step 15.
  - If the home page appears as shown in Figure 5 or a popup appears as shown in Figure 6, there is a problem with the AXIS system or connection. Email [axis.support@altec.com](mailto:axis.support@altec.com) for assistance before proceeding.



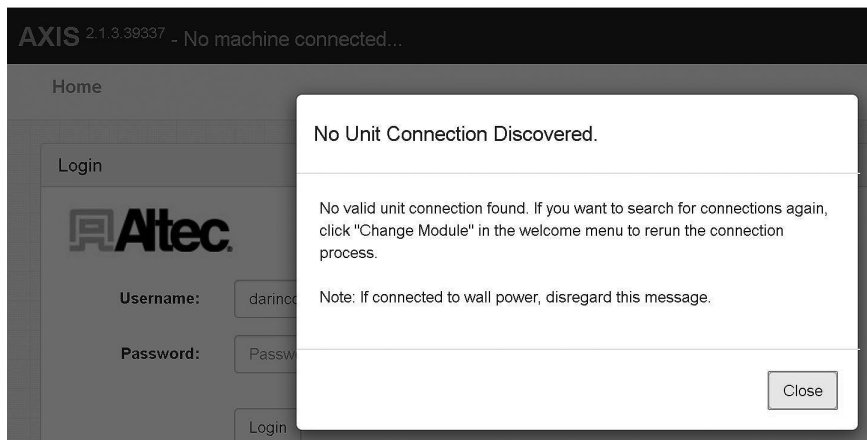
**Figure 3 – AXIS Home Page Indicating Derrick Firmware Update Is Required**



**Figure 4 – AXIS Home Page Indicating Derrick Firmware Is Up to Date**



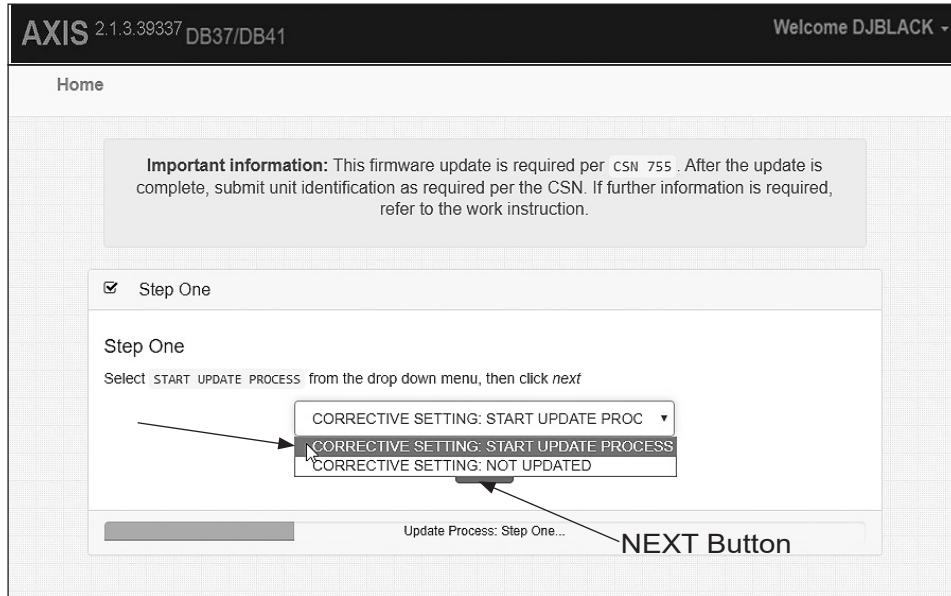
**Figure 5 – AXIS Home Page Indicating AXIS Service Interface Firmware Needs Updating**



**Figure 6 – AXIS Popup Indicating Connection Error**

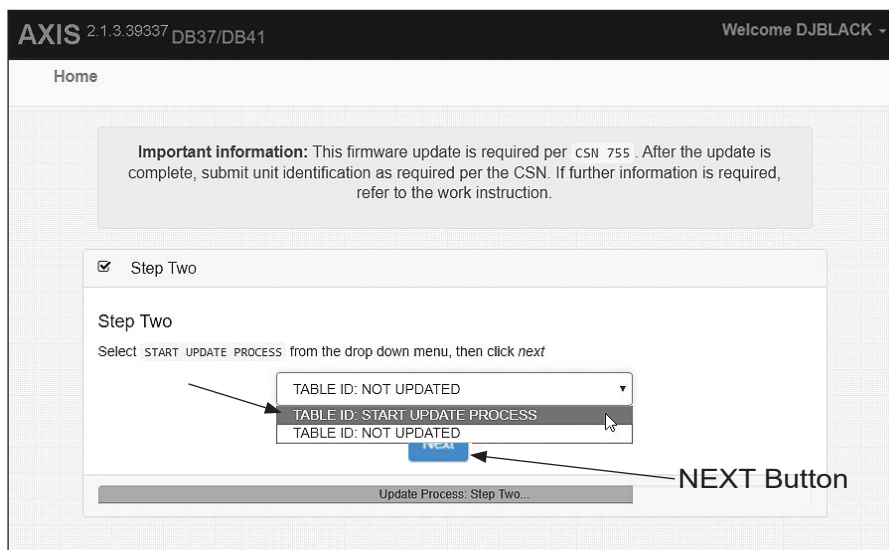
### Updating Derrick Firmware

6. On the AXIS DB37/DB41 home page, click Next under Begin Update Procedure (refer to Figure 3).
7. On the Step One screen, select CORRECTIVE SETTING: START UPDATE PROCESS on the drop-down menu (refer to Figure 7). Then click Next.



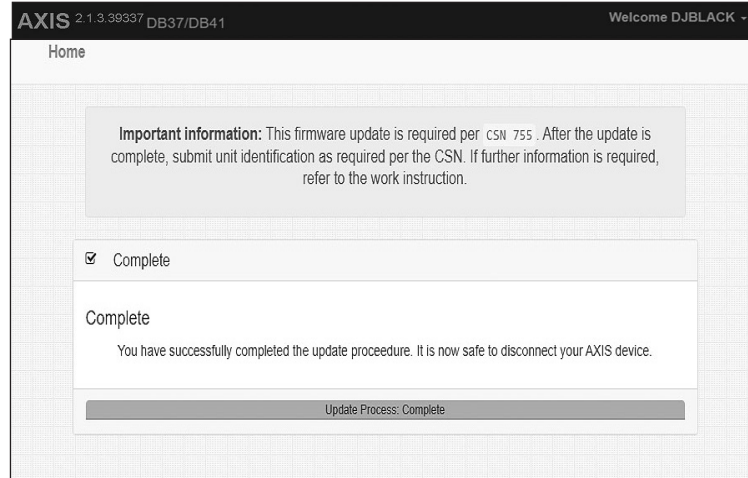
**Figure 7 –Update Process, Step One**

8. On the Step Two screen, select TABLE ID: START UPDATE PROCESS on the drop-down menu (refer to Figure 8). Then click Next.



**Figure 8 –Update Process, Step Two**

9. Wait until the screen shows that the update process is complete (refer to Figure 9).



**Figure 9 – Update Process, Complete**

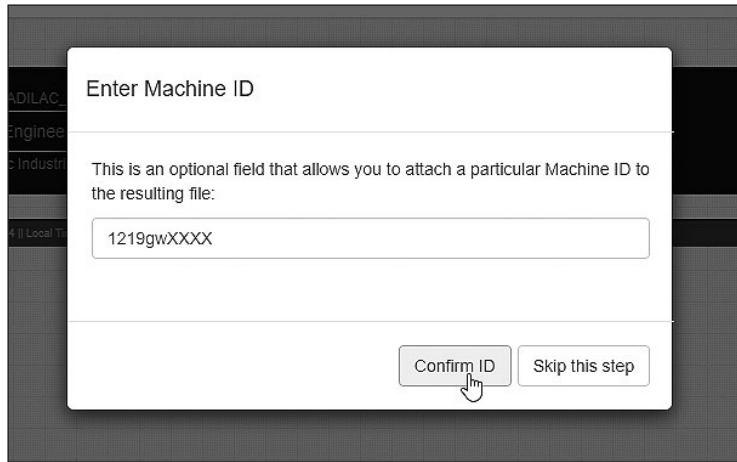
### Exporting Parameters

10. Click the triangle next to the username in the upper right corner of the screen to open the drop-down menu (refer to Figure 10). Then click Export Settings.



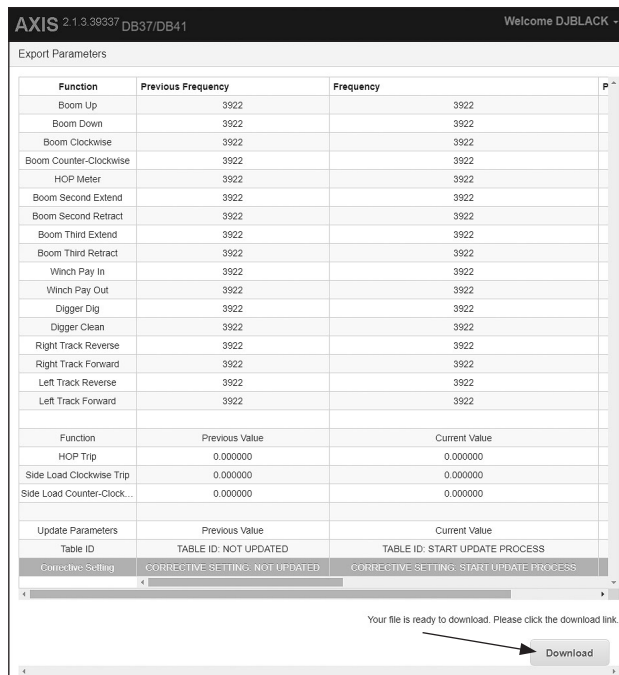
**Figure 10 – Navigating to Export Settings**

11. On the Enter Machine ID screen, enter the serial number of the unit being updated (refer to Figure 11). Then click Confirm ID.



**Figure 11 – Entering Unit Serial Number**

12. On the Export Parameters screen, click Download at the bottom right of the screen (refer to Figure 12). Wait for the download process to complete. This causes AXIS to log the update internally against the unit serial number.



**Figure 12 – Exporting Parameters**

**Verifying Derrick Firmware Update Status**

13. Reset the AXIS connection by doing the following.
  - Disconnect the AXIS Service Interface from the service receptacle on the lower control panel.
  - Reconnect the AXIS Service Interface to the service receptacle.
  - Log into the AXIS Service Interface.

14. Navigate to the DB37/DB41 AXIS home page.

- If the home page displays the screen stating, “Important information: This firmware update is required per CSN 755.” as shown in Figure 3, return to step 6.
- If the home page displays the Welcome screen as shown in Figure 4, the derrick firmware is up to date. Proceed to step 15

### Logging Derrick Firmware Update

15. Click the triangle next to the username in the upper right corner of the screen to open the drop-down menu (refer to Figure 13). Then click Export Settings.



**Figure 13 – Navigating to Export Settings**

16. On the Enter Machine ID screen, enter the serial number of the unit being updated, followed by a hyphen and the word “-Updated” (refer to Figure 14). Then click Confirm ID.



**Figure 14 – Entering Unit Serial Number-Updated**

17. On the Export Parameters screen, click Download at the bottom right of the screen (refer to Figure 15). Wait for the download process to complete. This causes AXIS to log the update internally against the unit serial number. The downloaded files from this step and from step 12 can now be deleted from the laptop or mobile device.

AXIS 2.1.3.39337 DB37/DB41 Welcome DJBLACK

Export Parameters

Function	Previous Frequency	Frequency	Previous Speed Curve	Speed Curve	Previous Threshold
Boom Up	3922	3922	0	0	0.000000
Boom Down	3922	3922	0	0	0.000000
Boom Clockwise	3922	3922	0	0	0.000000
Boom Counter-Clockwise	3922	3922	0	0	0.000000
HOP Meter	3922	3922	0	0	0.000000
Boom Second Extend	3922	3922	0	0	0.000000
Boom Second Retract	3922	3922	0	0	0.000000
Boom Third Extend	3922	3922	0	0	0.000000
Boom Third Retract	3922	3922	0	0	0.000000
Winch Pay In	3922	3922	0	0	0.000000
Winch Pay Out	3922	3922	0	0	0.000000
Digger Dig	3922	3922	0	0	0.000000
Digger Clean	3922	3922	0	0	0.000000
Right Track Reverse	3922	3922	0	0	0.000000
Right Track Forward	3922	3922	0	0	0.000000
Left Track Reverse	3922	3922	0	0	0.000000
Left Track Forward	3922	3922	0	0	0.000000
Function	Previous Value	Current Value			
HOP Trip	0.000000	0.000000			
Side Load Clockwise Trip	0.000000	0.000000			
Side Load Counter-Clock...	0.000000	0.000000			
Update Parameters	Previous Value	Current Value			
Table ID	UPDATED	UPDATED			

Your file is ready to download. Please click the download link.

[Download](#)

**Figure 15 – Exporting Updated Settings**

**Completion**

- 18. Disconnect the AXIS Service Interface from the service receptacle on the control panel. Install the cap on the receptacle. Turn the ignition key on the control panel to the Off position.
- 19. Return the unit to service.
- 20. Complete the inspection sheet at the end of the CSN showing the completion of the firmware inspection and update, and return it to Altec as specified.

# CSN755 Derrick Firmware Inspection Sheet

Complete this form and return to Altec to document inspection completion.

Choose one of these options.

- Online through the customer portal – Altec Connect\*  
Sign in or Register for an account at [www.altec.com/altec-connect/](http://www.altec.com/altec-connect/)
  1. Select Equipment
  2. Select Altec Product Notices
  3. Select Report a Completed APN
- Scan and Email to [product.safety@altec.com](mailto:product.safety@altec.com)
- FAX to 1-877-659-9929



*To login to your existing Altec Connect account, scan here with your smart phone!*

\*Customer performed warranty can be submitted online for reimbursement through Altec Connect.

Model	Altec Unit Serial Number	Date Inspected and Update Procedure Completed

Company Name: \_\_\_\_\_ Phone \_\_\_\_\_

Service Company Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Company Contact: \_\_\_\_\_

Company Street Address: \_\_\_\_\_

City \_\_\_\_\_ State: \_\_\_\_\_ ZIP Code: \_\_\_\_\_

Signature: \_\_\_\_\_

**Submission of this form does not order parts or schedule service from Altec.**

If the customer or the customer’s warranty provider performs the repair, a warranty claim must be submitted to be reimbursed for the cost of the parts and/or labor through Altec Connect.

For more information or to schedule the work to be done by an Altec Service technician call:  
1-877-GO ALTEC (1-877-462-5832)

Make copies of this form for additional units if needed.