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**IMPORTANT ORIGINAL EQUIPMENT MANUFACTURER
CUSTOMER SATISFACTION CAMPAIGN**
This notice applies to your vehicle. See attached serial number list.

Original Equipment Manufacturer Customer Satisfaction Campaign benefiting Altec installed equipment.

Dear Altec Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act and the Canada Motor Vehicle Safety Act.

Altec Industries, Inc. has been notified that a condition exists based upon a notification from the Original Equipment Manufacturer (OEM) of the vehicle. This relates to the operation or customer satisfaction of the unit when equipped with an Altec aerial device or equipment.

Refer to attached documentation that follows this letter. If you have additional questions, please contact your Altec Account Manager. You may also contact the OEM at the provided contact information in the attached recall notice.

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. 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.

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.

We appreciate your assistance in following this action in the interest of your safety and continued satisfaction with Altec products.

Thank you for your immediate attention on this important matter.



Altec Industries, Inc.
Midwest Operations
St. Joseph, MO.

CSR 512

Component/Supplier Recall

March 16, 2021

Expires: December 1, 2021

Units Affected: Cummins B6.7 diesel engines produced between August 26, 2020 and October 5, 2020. Not all engines built in this time period are affected. (Please verify that your unit serial number is affected by reviewing the attached list in this CSR or by accessing your fleet on connect.altec.com/login)

Cummins C2386 - B Series Valve Spring Campaign and TRP

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

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Cummins has launched a customer satisfaction campaign for certain engines that may have been installed in your vehicle (refer to the attached list).

Some of the affected vehicles may contain engine valve springs that could experience premature failure. As a result, the engine may have a loss of power and will result in a need for repairs. Contact your authorized Cummins Distributor for an appointment to correct the condition as described in the attached communication. The vehicle owner is responsible for making arrangements to have the work completed.

If you have additional questions or concerns after reviewing the attached Cummins communication, please reach out to your local Cummins representative or 1-800-CUMMINS.

Altec is not able to complete this repair. All work must be completed by an authorized Cummins Distributor.

This repair is not covered under the Altec Warranty policy.

Altec Use Only	
Inspection labor	0.0 hr
Repair labor	0.0 hr
Account #	None
Travel	Not Included
NHTSA code	n/a
Prime fail P/N	n/a
Doc ref	n/a

Parts Kit	Part Number	Qty	Warranty
N/A	N/A		N/A

Summary

- Cummins has identified a number of B6.7 engines that need to have the valve springs replaced.
 - The affected build range is between: August 26, 2020, and October 5, 2020. Not all engines built in this time period are affected. Only those on the ESN (engine serial number) list for campaign C2386.
 - A temporary repair practice (TRP) T2387 has also been issued that instructs repair locations on specific procedures to follow should one of the affected engines suffer a valve spring failure that leads to progressive damage to the engine.
- Options to address the issue require that the repairs be completed by an authorized Cummins distributor or dealer. An authorized location can be found using the methods below
 - Call Cummins Care at 800-CUMMINS (800-286-6467) and an agent will be able to assist in locating a repair location
 - Contact customer assistance via the web: <https://www.cummins.com/customer-assistance>
 - Use the service locator at [www.cummins.com](https://www.cummins.com/locations): <https://www.cummins.com/locations>

Campaign-2386- B Series Valve Spring Replacement Campaign

Description

This Campaign is being issued to replace valve springs on certain B Series engines.

- **Note : This field action provides retroactive coverage for repairs made in anticipation of and prior to the release of this publication.**

Action

- 1) In order to qualify for repair under this field action, an engine:
- 2) will be covered Regardless of coverage status, and
- 3) must show as OPEN on QuickServe® Online for this field action.
- 4) Note : The ESN list is attached for reference.
- 5) After verifying that the engine meets the above requirements, perform the following actions:
- 6) Replace valve springs per procedure 002-016 Valve Guide Seal, Cylinder Head in the applicable service manual. Do not remove the valve stem seals listed in the procedure as that is not required for the replacement of the springs. Note : Check the engine dataplate for correct valve lash (overhead set) specifications.

Material Disposition

Where applicable, materials removed as a result of this field action **must** be returned to Cummins. Parts flagged via the Cummins Enhanced Parts Return (EPR) process should be returned following the stated instructions.

- **Note : Parts covered by the Field Action are to be returned to the Cummins Service Support Center. Please include a copy of the claim paperwork and a material return tag with the returned parts. Include the ESN number, the Campaign AUTH2386, and the claim number on the material return tag. For Cummins returns, record WebCumpas# on the outside of the box.**
- Reimbursements:

Parts Note : All parts listed are OPTIONAL. Claim only the parts required to complete the repair.

TRP-2387-B Series Valve Spring Progressive Damage.

Description

This TRP is being issued to provide supporting coverage for progressive damage on certain B Series engines due to valve spring failures.

- **Note : This field action provides retroactive coverage for repairs made in anticipation of and prior to the release of this publication.**

Action

- 1) In order to qualify for repair under this field action, an engine:
- 2) will be covered Regardless of coverage status, and
- 3) **must** show as OPEN on QuickServe® Online for this field action.
- 4) **must** have experienced a valve spring failure leading to progressive damage to the engine.

After verifying that the engine meets the above requirements, perform the following actions:

- Replace engine per the appropriate Service Manual.

Travel

- Travel is covered under this field action. Towing is covered under this field action.

▪ **Other Claimables**

Consumables are covered under this field action.

- **Note :** The replacement engine costs must be claimed in the Other Claimable section of the reimbursement filing. Document the ESN, the Auth Code, and claim at the distributor invoice amount, no markup. Cost to ship removed engine to the return center may also be claimed when detailed. Fluid top off may also be claimed here. Charges, handling allowance, and other costs must be documented and justified in the claim narrative. Please consolidate all consumables and claim them as one line item in Other Claimable titled "CAMPAIGN SUPPLIES" or other appropriate selections. An Engine Trade Out Form must be submitted. The purpose of the Engine Trade out Form is to initiate the administrative process to discontinue applicable coverage(s) associated with the original engine and transfer applicable coverage(s) to the replacement engine, and further provides full financial reimbursement for the replacement engine(s) through this field action. Submit the completed Engine Trade out Form to warranty@cummins.com after claim submission. Engine Trade out Form can be found on QSOL, Warranty page. Related Information, Warranty Documents section.