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November 12, 2012

Dear Altec Owner,

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

Altec Industries, Inc. has decided that a defect which relates to motor vehicle safety exists in the blades on certain CFD 1217 Chipper Units built between August 29, 2011 and October 1, 2012 and replacement chipper blades purchased between May 1, 2012 and October 1, 2012. These blades may not be manufactured to the correct specifications and may fail under high loads. If the blades fail, death or serious injury may result.

Refer to CSN 572 for parts, labor and travel covered under the warranty policy. Altec will supply, free of charge, replacement blades to correct this condition.

In order to determine if your unit is affected by CSN 572, compare the serial number of your unit with the list of affected units as described on the CSN. The repair can be performed by the customer or you may contact Altec at 1-877-GO-ALTEC (1-877-462-5832) for further assistance.

For US owners: after contacting Altec, if you are still not able to have the safety condition remedied within a reasonable time, you may write to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, DC 20590 or call 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.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 Customer Service at 1-877-GO-ALTEC (1-877-462-5832).

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 are sorry to cause 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.



Altec Industries, Inc.  
Creedmoor Division  
Creedmoor NC

**MAB 572**

# MANDATORY ACTION BULLETIN

Date: November 12, 2012

Units Affected: All CFD1217 Chippers built between August 29, 2011 and October 1, 2012 and Replacement Chipper Blades (970108987) purchased between May 1, 2012 and October 1, 2012

## Chipper Blade Replacement

**This Mandatory Action Bulletin requires immediate action. Units affected must be removed from service upon receipt of this MAB and must not be used again until the blades are replaced. Note that this action includes chipper blades ordered through Altec for CFD1217 chippers.**

This Mandatory Action Bulletin requires replacement of the chipper blades on units listed above. Altec has received reports of blades that failed while chipping in high load conditions (large and/or hard wood material). **Death or serious injury can result from component failure. Continued use of equipment with blades not made to specification could lead to component failure.**

Investigation has determined that the blades and thread blocks were not made to proper specifications. A visual inspection of the area of failure is not possible. The blades must be replaced in sets along with the thread blocks. The kit instructions define an inspection procedure which may allow re-use of the existing thread blocks on the chippers, or require installation of the new thread blocks that are provided in the kit.

Call 1-877-I-FLY-ALTEC (1-877-435-9258) to order the Blade and Thread Block Kit (part number 970410146) or to schedule the work to be done by an Altec service technician. Replacement of the blades and thread blocks can be done by Altec or the customer's warranty provider. This repair is covered under the Altec Warranty System. Altec will allow up to \$75 for the labor for blade and thread block replacement. A warranty claim must be submitted for reimbursement for the cost of the parts and for labor. Customers are responsible for the travel costs of an Altec Mobile Service technician if the technician performs the repair at the owner's location.