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April 24, 2013

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 developed a product improvement which relates to certain units mounted at Elizabethtown, Kentucky, on Ford F550 chassis.

Refer to CSN 565 for parts, labor and travel 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 565, 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.

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 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

Date: April 24, 2013

Units Affected: Units installed at Elizabethtown Final Assembly on Ford F550 chassis with 19,500 lbs GVWR (see attached list)

Battery Cable Routing Change

Altec is committed to providing our customers with safe and reliable products from initial delivery throughout the useful life of the machine. We are providing the following information to help fulfill that commitment.

A design change in the 2010 model Ford F550 chassis decreased the spacing between the exhaust and the passenger side chassis frame rail. This led to routing of the battery cables for accessory items such as DC pumps, inverters, etc. in a manner in which the cables could be damaged (refer to Figure 1). Cables are now being routed in current production so they no longer pass between the cab and the frame eliminating the potential of being damaged.

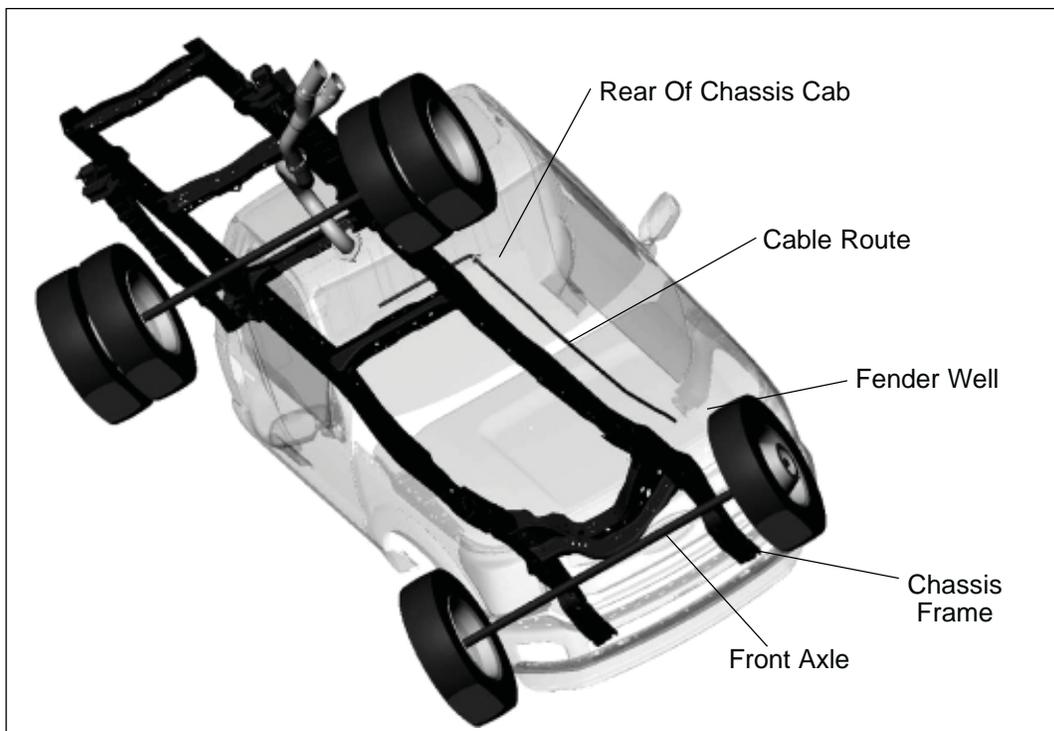


Figure 1 — Cable Routing (View looking under chassis)

Altec requires that all affected units have the battery cables rerouted within 90 days from receiving this CSN or at the next service interval, whichever is earliest. If the cables are found to be damaged or too short to reroute, they must be replaced. Damage may not be visible until part of the inspection is performed.

This inspection and repair is covered under the Altec Warranty Policy and can be performed by Altec or the customer's warranty provider. Altec will allow up to \$200 for the labor to perform this repair. A warranty claim must be submitted for the cost of the labor. Call 1-877-GO-ALTEC to order a kit or 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.

Battery Cable Routing Procedure

Normal mechanics hand tools are required for this procedure. Read and understand all steps of the instructions before beginning.



Caution

Injury can result from electric shock. Severe arcing can occur even when working with low voltage vehicle electrical systems. Use caution when working with any electrical device.

1. Locate the chassis battery and disconnect the main circuit breaker (refer to Figure 2). Remove the accessory fuses (for inverter, DC pump, etc.) from the fuse holders on top of the battery.
2. Disconnect the cables from the main circuit breaker and the fuse holders that go to the accessories at the aerial device, body or tail shelf. The short cables connecting the battery to the circuit breaker or fuse holder can remain connected.
3. Position the disconnected cables down the rear side of the fender well so the cables hang below the chassis cab.
4. Remove all clamps and ties holding the cables along the chassis frame under the cab. Save the clamps for use later. Remove the cables from behind the chassis rear cab mount bushing. The disconnected cables should now be loosely hanging at the rear of the cab.

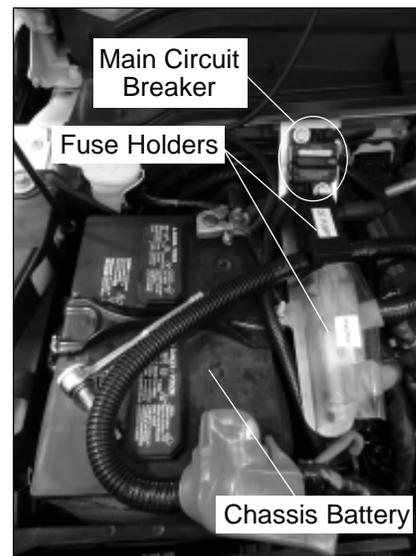


Figure 2 — Battery Connections

5. Remove the clamps and ties holding the cables to the chassis frame rail at the rear of the chassis cab. Continue to remove the clamps and ties holding the cables back to the rear attachment point: DC pump cable at the aerial device; inverter cable at the body compartment. Remove the clamp at the center of the cross-member behind the chassis cab. Turn the clamp so the loop faces away from the cab and toward the body. The clamp loop should still be above the frame rail. Reinstall the clamp on the cross-member.
6. Inspect all loose cables for damage: evidence of melted loom, frayed cables, or melted cable insulation. If any damage has occurred, the entire cable **MUST** be replaced. Proceed to Step 22 if the cables or loom is damaged. Go to Step 7 if no damage is found.
7. Drill a $\frac{5}{16}$ " diameter hole on the bottom rear lip of the cab, 1 inch from the bottom edge (refer to Figure 3). This hole should be outside of the cab bushing. The hole location should be approximately 6" from the face of the frame rail.
8. Use a $1\frac{1}{4}$ " long cap screw and nut in the drilled hole to attach a clamp that is large enough to fit loosely around the bundle of cables. Route the bundle of cables through the clamp.

9. Drill a $\frac{5}{16}$ " diameter hole in the chassis cab understructure (refer to Figure 4). There is an access hole to reach the back of the drilled hole to install a nut. Use caution to drill only through the cab understructure and not the floor panel of the cab.
10. Drill a $\frac{5}{16}$ " diameter hole in the chassis cab understructure angle (refer to Figure 5). There is a stamped dimple at the end of the angle that should be used for the hole location.
11. Gather the loose cables into a bundle. Use electrician's tape to hold the bundle together for routing.
12. Continue to route the cables toward the front of the chassis, up the fender well, and into the engine battery area.

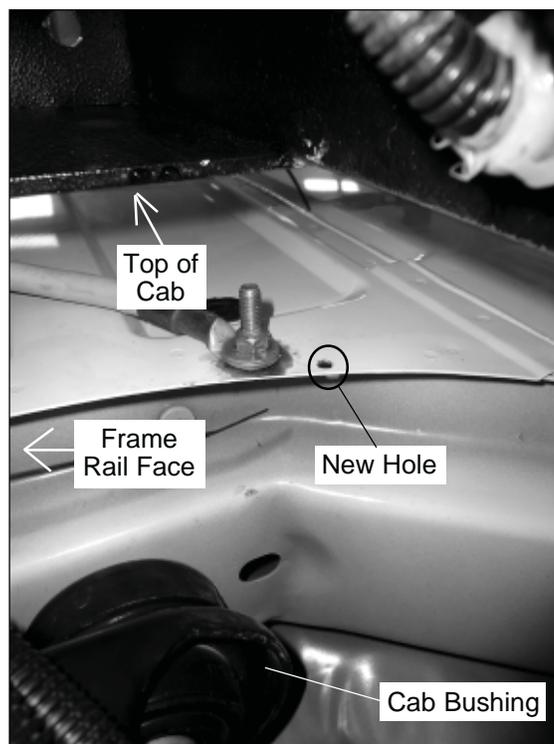


Figure 3 — Hole On Bottom Rear Lip Of Cab (looking up from under chassis)

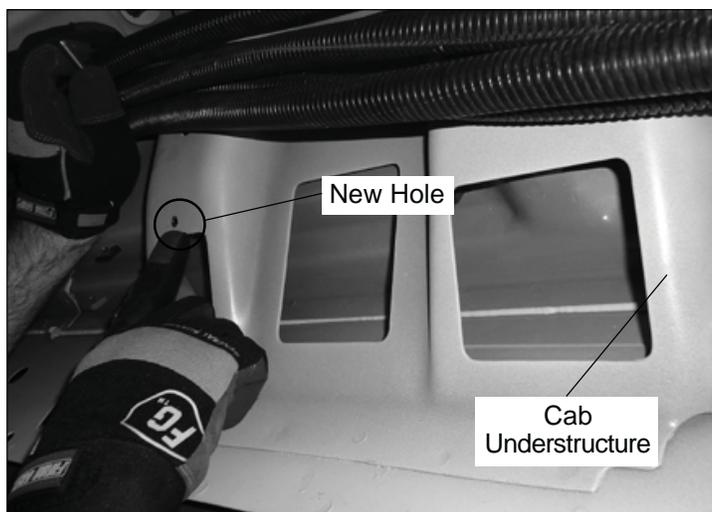


Figure 4 — Hole On Cab Understructure

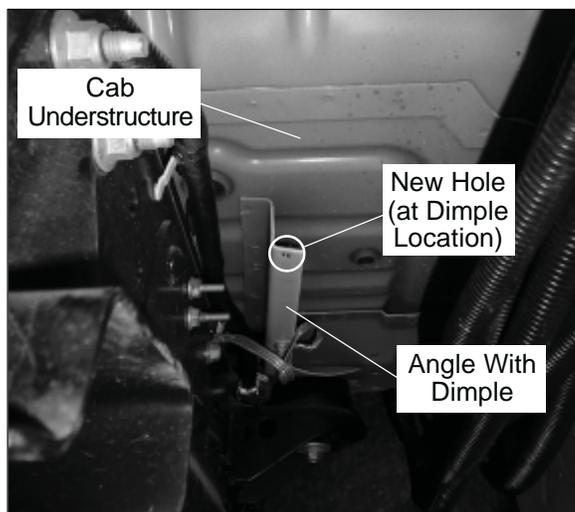


Figure 5 — Hole On Cab Understructure Angle

13. Check to make sure the cables are long enough to reach their original connection points under the hood. If any cable is too short to reach the connection points, proceed to Step 22 for further instructions to obtain the proper replacement cables.
14. Use one of the clamps removed in Step 4 to attach the cable bundle to the understructure where the hole was drilled in Step 9. Use a $1\frac{1}{4}$ " long cap screw and nut to secure the clamp to the cab understructure.

15. Use another clamp removed in Step 4 to attach the cable bundle to the understructure angle where the hole was drilled in Step 10. Use a 1^{1/4}" long cap screw and nut to secure the clamp to the cab understructure angle.
16. Reconnect the cables to the proper connection point on the battery, fuses, and main breaker in the battery area.
17. Inspect the routing of the cables along the full length from front to rear to be sure they are NOT pulled tight over any sharp edges, or pinched between multiple components. Install zip ties every 12 to 18 inches along the cable bundle to secure the bundle together. Install zip ties along the remaining cables along the rear of the cab. Make sure the cables are still routed correctly after installing the zip ties.
18. Reinstall the fuses back into the correct fuse holders from which they were removed. Reengage the main circuit breaker.
19. Position the unit on a level surface, apply the parking brake and chock the wheels. Engage the unit's hydraulic system. Properly set the outriggers (if so equipped).
20. Operate all functions affected by the rerouting of the cables checking for proper operation. Make any corrections necessary.
21. Stow the unit. Retract the outriggers. Return the unit to service.
22. If the cables are damaged or too short, they must be replaced. Look at the cables to verify the cable size, gauge and color. After obtaining this information, refer to the table below to order the correct kit.

Original Wire Size	Kit Part No.
1 Gauge Black or 2 Gauge Black	970427475
1/0 Gauge Black or 2/0 Gauge Black	970427485
1 Gauge Red or 2 Gauge Red	970427479
1/0 Gauge Red or 2/0 Gauge Red	970427487
3/0 Gauge Black or 4/0 Gauge Black	970427494
3/0 Gauge Red or 4/0 Gauge Red	970427496
10 Gauge White	970438629
6 Gauge Red	970438631

23. If the cables are damaged for the powered accessories (DC pump, inverter, etc.), leave the cables disconnected from electrical power. Secure the cables to the chassis or remove them completely from the chassis. The unit can continue to be used without the accessories until the cable is replaced.