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NHTSA Safety Recall No. 13V-275
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July 29, 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 decided that a defect which relates to motor vehicle safety exists in certain AH75/85/100 units built between 2002 and 2010 and having square pedestals. These units have the possibility of cracks developing between the pedestal and the subbase. If cracks develop, structural failure of the unit can occur. Structural failure can cause uncontrolled movement which may result in death or serious injury.

Refer to CSN 580 for parts, labor and travel covered under the warranty policy. Altec will repair, free of charge, any unit in the affected range to correct this condition.

In order to determine if your unit is affected by CSN 580, 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 HiLine LLC  
Duluth, MN

CSN 580

# Customer Service Notice

Date: July 29, 2013

Units Affected: All AH75/85/100 units built between 2002 and 2010 with square pedestals

## Pedestal Inspection and Repair

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

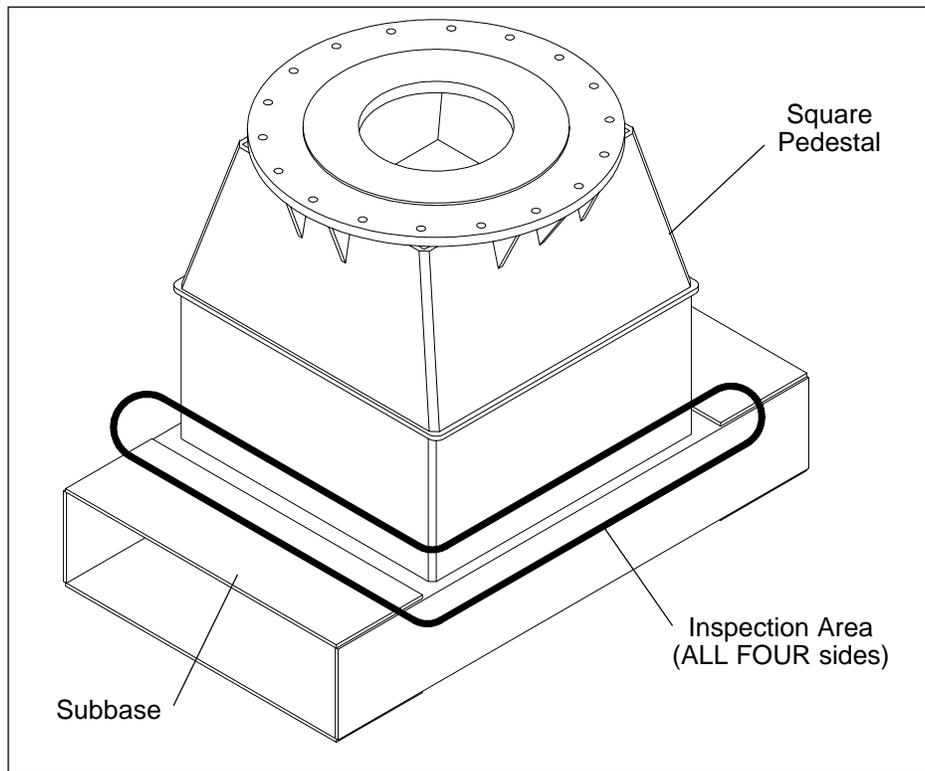
Altec has found cracks that have occurred at the joint of the pedestal and subbase on some of the above units. These cracks can possibly become large enough to cause structural failure and unexpected movement. **Death or serious injury can result from uncontrolled movement caused by structural failure.**

Altec requires an inspection of the area where the unit pedestal joins the subbase. This inspection must be done within 60 days of receiving this CSN. The results of the inspection must be reported to Altec as explained in the inspection procedure.

This 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 \$80 for an inspection and up to \$135 for the labor to perform this repair. A warranty claim must be submitted for the cost of the labor. 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 at the owner's location.

## Pedestal/Subbase Inspection Procedure

1. 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. Disengage the unit's hydraulic system.
2. The area to be inspected (refer to Figure 1) may have items, such as toolboxes, that may need to be removed before the inspection can be done. There may also be a bedliner coating applied to the inspection area. This coating must be removed to allow any cracks to be seen. Remove any items or the bedliner coating from the inspection area.



**Figure 1 — Inspection Area**

3. Scrape or wire brush any corrosion or any other material that covers the area. Use a strong light or other means to carefully inspect the area for any evidence of cracks all around the base of the pedestal and the joint with the subbase.
4. If any cracks are found, contact Altec Technical Support at 1-877-GO ALTEC (1-877-462-5832), prompt 4, for further instructions.
5. Reinstall and components which had to be removed for the inspection. Do not recoat the area with bedliner. Engage the unit's hydraulic system. Stow the unit, if needed. Retract the outriggers. Disengage the unit's hydraulic system.
6. After the inspection is completed, fill out the Inspection Form and return it to Altec.
7. Continue inspection the pedestal-subbase weld every 750 hrs. or 6 months as specified in the unit Preventive Maintenance and Inspection Checklist.

# CSN 580 Pedestal Inspection Sheet

Complete this form and FAX to: 1-877-659-9929

or scan and email to [product.safety@altec.com](mailto:product.safety@altec.com)

Model	Serial Number	Inspection Results		Date Inspected
		No Cracks Evident	Cracks Found	

Make additional copies of this form, as needed, for additional units. Contact Technical Support at 1-877-GO ALTEC (1-877-462-5832), prompt 4, for further repair information.

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

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

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

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

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

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