

Customer Service Notice

Date: February 11, 2014

Units Affected: DT80, D2000A, D3000A, D4000A, D2000B, D3000B, and D4000B units with Digger Motor or Boom Tip Winch Feeder Tubes and with serial numbers starting with 0110 (January, 2010) through 1212 (December, 2012) (see attached list)

Feeder Tube Bracket Improvement

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

Altec has discovered that the bolt-on feeder tube bracket may separate from the digger transfer mechanism under certain conditions. If the bracket attachment fails, the feeder tubes may separate from the boom. **Death or serious injury can result from being hit by a falling feeder tube.**

Altec requires an immediate inspection of the bracket and the condition of the bracket fasteners on all affected units. The inspection should be done at least monthly until a Feeder Tube Bracket Improvement Kit is installed on the unit. Select the correct kit from the chart at the end of the inspection procedure. The inspection procedure is explained on Page 2. The kit must be installed at the next service interval but no later than six months from the receipt of this CSN. Order the kit by calling 1-877-GO ALTEC (1-877-462-5832).

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 \$150 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 repair at the owner's location.

Feeder Tube Bracket Inspection

Read and understand all steps of the inspection before beginning the 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.
2. Raise the boom and rotate the unit so that the boom can be lowered close to the ground so the boom tip can be easily reached.
3. Locate the feeder tube bracket attached to the digger transfer bracket (refer to Figure 1). There is also a bracket for the boom tip winch feeder tubes, if the unit is so equipped.

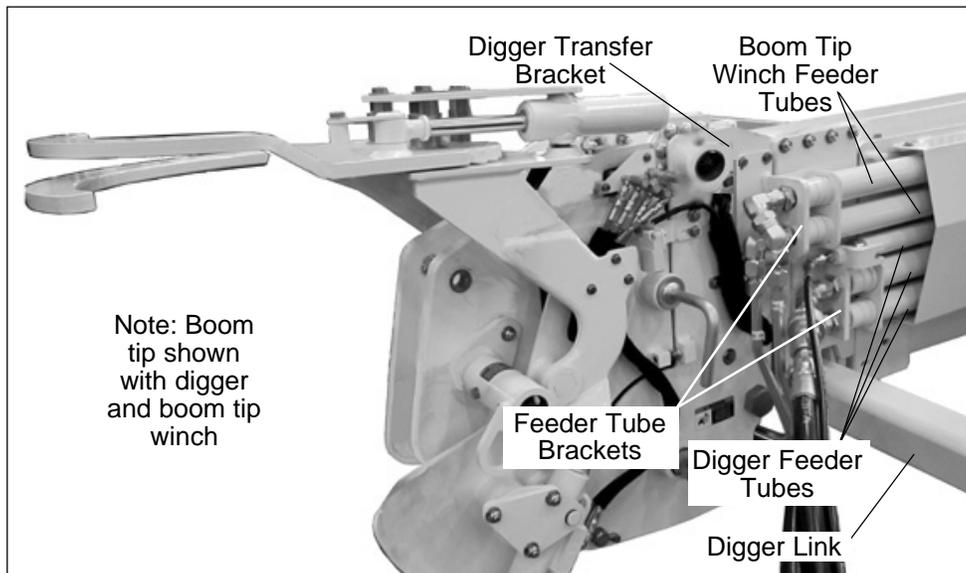


Figure 1 — Feeder Tube Bracket Location

If the unit is equipped with both a digger and a boom tip winch, both feeder tube brackets must be replaced.

4. The feeder tube bracket is mounted to the digger transfer bracket using four cap screws. Check the cap screws to be sure they are not damaged, broken, or missing. Make sure each cap screw is torqued to 19 ft-lb.
5. For D2000A or B, D3000A or B, and D4000A or B units: if the digger is mounted on the right side of the boom (determined by looking from the boom tip toward the turntable), measure the distance between the center of the two bottom cap screw heads (refer to Figure 2). This measurement is required to order the correct replacement kit. No measurement is required for the DT80, units with the digger mounted on the left side of the boom, or units with a boom tip winch.

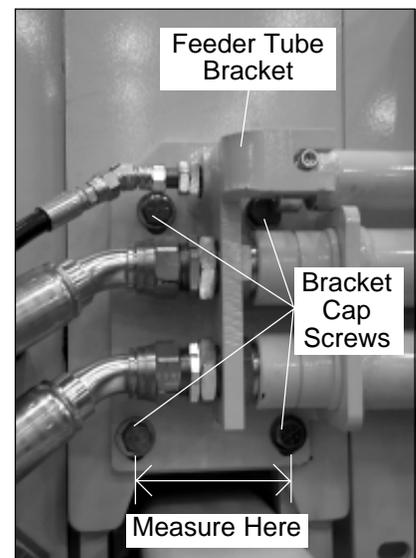


Figure 2 — Measuring The Cap Screw Distance

6. If the cap screws and bracket are in good condition, the unit can continue to be used until the feeder tube bracket is replaced at the next scheduled service interval. If the cap screws are damaged or missing or if the bracket is damaged, remove the unit from service until the Feeder Tube Bracket Improvement Kit can be installed.
7. After inspecting the bracket and the cap screws, stow the unit. Retract the outriggers, disengage the unit's hydraulic system. Return the unit to service if the inspection did not show damage.

Use the chart below to order the proper kit for the unit affected. The kit includes a new bracket and additional or larger fasteners for the bracket attachment and instructions.

UNIT MODEL	KIT PART NUMBER
DT80	970516862
D2000A, D3000A, D4000A, D2000B, D3000B, D4000B	
Right Hand Digger - 4 ³ / ₄ Measurement	970516863
Right Hand Digger - 4 ¹ / ₄ Measurement	970516865
Left Hand Digger	970516866
D2000A, D3000A, D4000A, D2000B, D3000B, D4000B	
Boom Tip Winch Feeder Tube	970516867