



210 Inverness Center Drive
Birmingham, AL 35242

Telephone: 205-991-7733
Facsimile: 205-991-9993
www.altec.com

IMPORTANT SAFETY RECALL

NHTSA Safety Recall No. 14V-308

July 31, 2014

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, AH 85, and AH100 Units. These units have lower boom fiberglass inserts that can possibly fail to provide proper chassis insulation. A complete failure of the chassis insulator can result in death or serious injury if the elbow comes in contact with, or in close proximity to, an energized conductor while persons on the ground are touching or in close proximity to the chassis.

Refer to CSN 598 for the items covered under the warranty policy. Altec will supply, free of charge, a lower boom to correct this condition.

In order to determine if your unit is affected by CSN 598, compare the serial number of your unit with the list of affected units attached to 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.

At any time, you may contact Altec at 1-877 GO ALTEC (1-877-462-5832) with your unit's serial number to determine if there are any other outstanding notices.

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 598

Customer Service Notice

Date: July 31, 2014

Units Affected: AH75, AH85, and AH100 (See attached list)

Lower Boom Fiberglass Insert Inspection and Replacement

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

There have reports of dielectric test failures of the lower boom fiberglass insert on the listed units. Although a limited number of failures have been reported, the inserts in question would intermittently fail with current leakage levels that exceeded those allowed by ANSI A92.2-2009. It has been determined these failures were related to the presence of moisture due to porosity in the fiberglass.

Failure to comply with this notice could eventually lead to further degradation of the dielectric characteristics of the fiberglass chassis insulator. **A complete failure of the chassis insulator can result in death or serious injury if the elbow comes in contact with, or in close proximity to, an energized conductor while persons on the ground are touching or in close proximity to the chassis.**

A second issue found involves compromise of the lower boom insert glue bond. The fiberglass insert is both glued and bolted to the steel boom sections and compromise of the glue joint does not lead to structural failure of the boom. It can, however, lead to undesirable boom motion due to looseness of the joint.

Affected equipment may be used for work on energized lines provided it has successfully passed a dielectric test within the last 6 months. If a unit has not successfully passed a dielectric test within the last 6 months it must pass a dielectric test within 60 days of receipt of this notice or not be used for work on energized lines. Dielectric tests are required annually on the Preventive Maintenance Checklist. However, an additional dielectric test should be performed at 6 months intervals using the values shown on ANSI A92.2-2009, Table 2, until the lower boom insert is replaced.

Altec will contact owners of all affected units within the next 30 days to schedule a lower boom replacement. All work will be performed by Altec associates. This repair is covered under the Altec Warranty Policy and will be performed by Altec.