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IMPORTANT SAFETY RECALL

This notice applies to your vehicle. See attached serial number list.

NHTSA Safety Recall No. 15V-39800

July 22, 2015

Dear Altec Owner,

This notice is sent to you in accordance with 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 2013-2015 HL125, AH125 and AH150 Units. These units have rotation bearing fasteners that might fail. Rotation bearing fastener failure can possibly cause uncontrolled movement of the turntable and boom resulting in death or serious injury.

Refer to CSN 620 for the items covered under the warranty policy. Altec will supply, free of charge, replacement fasteners to correct this condition.

In order to determine if your unit is affected by CSN 620, 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. The repair is expected to take 9 hours to complete.

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 620

Customer Service Notice

Date: July 22, 2015

Units Affected: HL125, AH125 and AH150 units (see attached list)

Rotation Bearing Fasteners Inspection

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

A limited number of rotation bearing socket head cap screws provided by a supplier have been found broken as part of Altec's manufacturing inspection processes. The root cause was identified as due to a lack of heat treatment. The lack of heat treatment can cause hydrogen embrittlement in the cap screw resulting in cap screw failure most likely to occur within 48 hours of installation. Failure of multiple fasteners on a single bearing race can cause uncontrolled movement of the turntable and boom. **Death or serious injury can result from uncontrolled movement.**

The affected lot of fasteners was isolated prior to shipment to customers and there have been no reports of cap screw failures in the field. However Altec requires the owners of affected equipment to verify within 30 days of the receipt of this CSN that a rotation bearing cap screw torque inspection has been performed within the last year as required by the Maintenance Manual. If the equipment has been in the field for less than a year, or if no evidence of annual torque inspection exists, customers must perform the annual rotation bearing cap screw torque inspection as directed in the Maintenance Manual within 30 days of the receipt of this notice. Customers must return the verification using the Inspection Sheet on Page 3. During the inspection customers should look for any damaged or broken rotation bearing cap screws on either rotation bearing race.

If any rotation bearing cap screws are found to be broken during this torque inspection, remove the unit from service immediately. The unit can not be put back into service until all of the fasteners are replaced on the affected bearing race. Notify Altec of any broken fasteners using the Inspection Sheet on Page 3.

Three kits are available for replacement of the cap screws if one is found broken. Order the kits by calling 1-877-GO ALTEC (1-877-462-5832).

990067992	Inner Race Cap Screw Kit, HL125, AH125 <u>S</u> and AH150
990068015	Outer Race Cap Screw Kit, All affected units
990068161	Inner Race Cap Screw Kit, <u>AH125 ONLY</u>

This repair is covered under the Altec Warranty Policy and can be performed by Altec, the customer, or the customer's warranty provider. Altec will allow up to \$170 for an inspection and \$765 for the labor to perform this repair. A warranty claim must be submitted to be reimbursed for the cost of the parts and/or 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 or repair at the owner's location.

CSN 620 Inspection Sheet

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

or scan and email to product.safety@altec.com

Model	Serial Number	Date Inspected	Broken Cap Screws	
			Yes	No

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: _____