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Birmingham, AL 35242

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

## IMPORTANT SAFETY RECALL

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

NHTSA Safety Recall No. 18V-617
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September 20, 2018

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 AC18, AC23, AC30, AC40, AC45, DT65 and AA55 Units. These units have rotation bearing fasteners that can fail. The fastener failure can possibly cause uncontrolled movement resulting in death or serious injury.

Refer to MAB 692 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 MAB 692, compare the serial number of your unit with the list of affected units attached to the MAB. 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 15 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 without charge and within a reasonable time, you may submit a complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, DC 20590 or call toll-free 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 Industries, Inc.  
Roanoke Operations  
Roanoke, VA

**MAB 692**

# MANDATORY ACTION BULLETIN

Date: September 21, 2018

Units Affected: AC18, AC23, AC30, AC40, AC45, DT65 and AA55 built at  
Roanoke between 25 June and 4 September, 2018  
(see attached list of specific customer units)

## Rotation Bearing Fastener Inspection

**This Mandatory Action Bulletin requires immediate action.**

This Mandatory Action Bulletin requires a torque inspection of all rotation bearing fasteners before using the unit again. If any fastener fails during the inspection, the unit shall be removed from service immediately until the rotation bearing fasteners can be replaced. Altec has found some rotation bearing fasteners that have failed. **The failure of rotation bearing fasteners can cause uncontrolled movement resulting in death or serious injury.**

Investigation has determined that some rotation bearing fasteners may have been initially installed and torqued to a higher value than specified. The fasteners were installed by an electric torque wrench that was not calibrated correctly. Incorrect calibration can cause the fastener to break due to the higher installation torque.

Because of this condition, Altec requires the following actions be taken:

- All affected rotation bearing fasteners must be inspected using the procedure beginning on Page 2.
- If no broken fasteners are found after completing the torque inspection, the unit may be operated with a daily visual inspection, for up to 30 days after the inspection.
- Rotation bearing fasteners must be replaced no later than 30 days after the inspection.
- If the rotation bearing fasteners are not replaced by 30 days after the inspection, the unit must be removed from service until the fasteners are replaced and correctly torqued.

A list of units and the fasteners that are needed for each unit is on Page 2. Order the needed parts by calling 1-877-GO ALTEC (1-877-462-5832) and using the Parts prompt.

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 perform the repair for free at an Altec facility. If the customer, or the customer's warranty provider performs the repair, a

## MAB 692

warranty claim must be submitted to be reimbursed for the cost of the parts and/or labor. Altec will allow up to \$810 for the inspection and \$1350 for the labor to perform this repair. Call 1-877-GO ALTEC (1-877-462-5832) to schedule the work to be done by an Altec service technician. Customers may be responsible for the travel costs of an Altec Mobile Service technician if the technician performs the inspection or repair at the owner's location.

### Inspection Procedure

Normal mechanics hand tools and an accurate click-type manual torque wrench that can attain the required torque value are required for the inspection. Read and understand all steps of the instructions before beginning the procedure.

Some units do not require the fasteners on both rotation bearing races to be inspected and retorqued.

- Inspect and retorque both inner and outer race fasteners:  
AC18, AC23, AC30, DT65, and AA55
- Inspect and retorque inner race fasteners only:  
AC40, AC45

1. In order to inspect the rotation bearing cap screws or bolts, components may need to be moved or removed to allow fastener access. Refer to the unit Maintenance Manual for specific instructions to allow access for the individual unit's fasteners.
2. Refer to Section 6 in the unit Maintenance Manual for the normal installation fastener torque value for the unit being inspected.
3. Inspect each fastener by loosening ONE fastener at a time and tightening the fastener to the correct torque value.
4. A unit fails the inspection if a fastener breaks when retightened. A unit that fails the inspection **MUST** be removed from service. The rotation bearing fasteners must be replaced before being returned to service.
5. Continue with Steps 4-7 in Section 6, Rotation Bearing Cap Screws procedure to complete the Inspection.

Units that successfully pass the inspection **MUST** have the affected rotation bearings fasteners replaced no later than 30 days after the inspection. The fasteners **MUST** be visually inspected daily until replacement. If the fasteners have not been replaced, the unit **MUST** be removed from service until the fasteners are replaced. Use the procedure in the Maintenance Manual to replace ONE fastener at a time.

NOTE: there are two cards included with this MAB; one is to be returned after the inspection is completed and one to be returned after the rotation bearing fasteners are replaced. Please detach the cards and return them to Altec at the proper time to document the required action so that the unit can be removed from the Altec inspection and repair lists.

## MAB 692

Listed below are the kits that can be used to replace the rotation bearing fasteners. Call 1-877-GO ALTEC (1-877-462-5832), prompt 1 for Parts, to order the kit.

<b>Model</b>		<b>Part Number</b>
<b>AC18 &amp; AC23</b>	Inner Race Fastener Kit	990582530
	Outer Race Fastener Kit	990582534
<b>AC30</b>	Inner Race Fastener Kit	990582576
	Outer Race Fastener Kit	990582577
<b>AC40</b>	Inner Race Fastener Kit	990582578
<b>AC45</b>	Inner Race Fastener Kit	990582633
<b>DT65</b>	Inner Race Fastener Kit	990582638
	Outer Race Fastener Kit	990582646
<b>AA55</b>	Inner Race Fastener Kit	970744769
	Outer Race Fastener Kit	970744774

Use the procedure in the maintenance manual when replacing the rotation bearing fasteners.



Altec Industries, Inc.  
St. Joseph, MO

Please complete and return the attached business reply card, indicating that the required work has been completed. If you have any comments or questions, please contact us at 1-877-GO-ALTEC.

Thank you!

You may also email this card to [product.safety@altec.com](mailto:product.safety@altec.com) or FAX this card to 1-877-659-9929 to indicate work completion.

## Altec Notice Reply Card

I have completed the INSPECTION of rotation bearing fasteners

according to MAB/CSN MAB 692

Customer Name \_\_\_\_\_

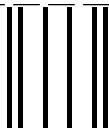
Unit Serial Number \_\_\_\_\_

Date work completed \_\_\_\_\_

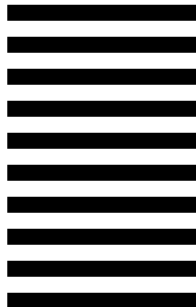
Name (printed) \_\_\_\_\_

Contact Phone Number \_\_\_\_\_

Signature \_\_\_\_\_



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NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 1457 ST. JOSEPH, MO

POSTAGE WILL BE PAID BY ADDRESSEE

ALTEC INDUSTRIES INC  
MEDIA SYSTEMS  
PO BOX 8338  
SAINT JOSEPH MO 64508-8338





Altec Industries, Inc.  
St. Joseph, MO

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Thank you!

You may also email this card to [product.safety@altec.com](mailto:product.safety@altec.com) or FAX this card to 1-877-659-9929 to indicate work completion.

### Altec Notice Reply Card

I have completed the REPLACEMENT of the rotation bearing fasteners

according to MAB/CSN MAB 692

Customer Name \_\_\_\_\_

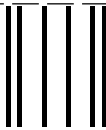
Unit Serial Number \_\_\_\_\_

Date work completed \_\_\_\_\_

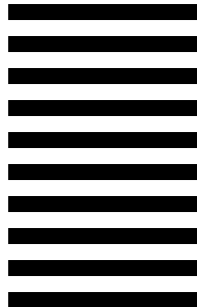
Name (printed) \_\_\_\_\_

Contact Phone Number \_\_\_\_\_

Signature \_\_\_\_\_



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