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## IMPORTANT SAFETY RECALL

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

NHTSA Safety Recall No. 19V-365
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June 21, 2019

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 digger derrick units listed on the CSN attached. These units have a slope indicator placard that can mislead the operator to set up the unit outside of unit specifications that can possibly cause unit instability resulting in death or serious injury.

Refer to CSN 719 for the items covered under the warranty policy. Altec will reimburse labor expense to correct this condition.

In order to determine if your unit is affected by CSN 719, 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 30 minutes 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.

# Customer Service Notice

June 21, 2019

Units Affected: DL, DM, DLB, DMB, DC Series, D2000A/D3000A/D4000A, D2000B/D3000B/D4000B, D3000E, D3000H, DH45B/48B/50B, DH45H/48H/50H, DT65E, DT80 and DT105 units (see attached list)

## Slope Indicator Modification

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 that the affected derricks were delivered with placards indicating that the unit could be operated without leveling on a 5 degree slope. These placards can mislead the operator into setting up the unit outside of the unit specifications causing the unit to be unstable. **Death or serious injury can result if the unit becomes unstable.**

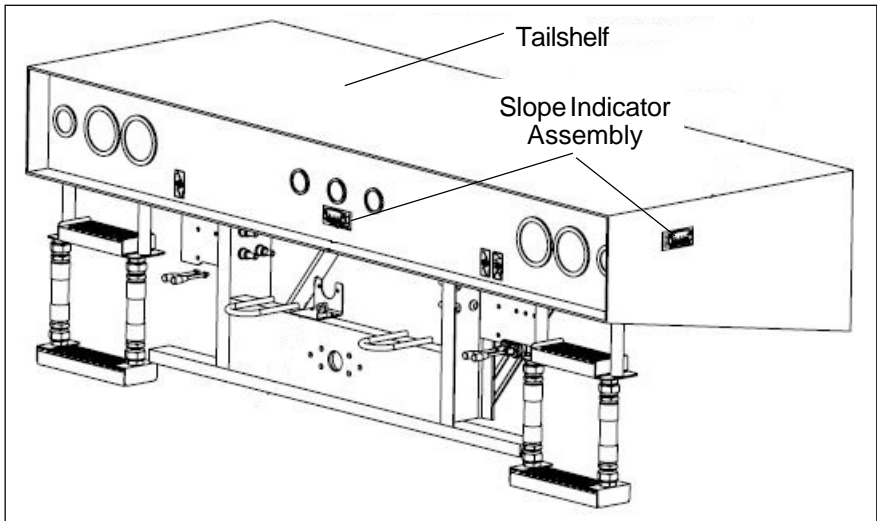
Altec requires the affected units be inspected for the slope indicator placards using the procedure beginning on Page 2. The inspection and possible modification must be done no later than 30 day after the receipt of this CSN.

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 warranty claim must be submitted to be reimbursed for the cost of the parts and/or labor. Altec will allow up to \$45 for the labor to perform this repair. There is no warranty reimbursement for the inspection. 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.

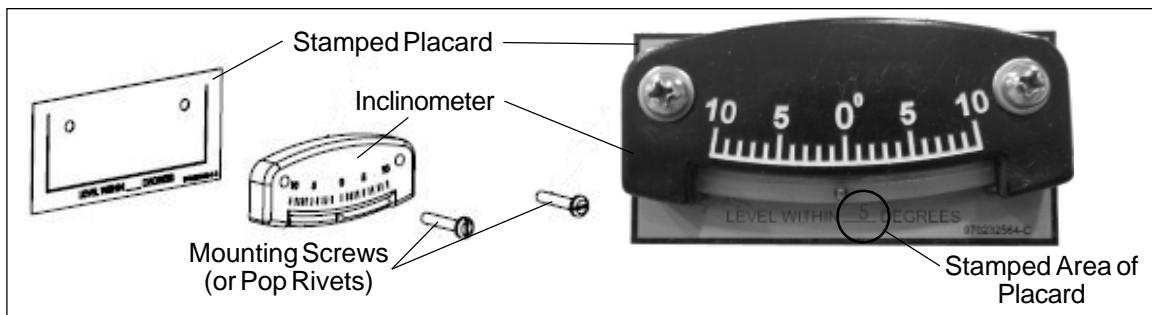
## Inspection and Modification Procedure

Normal mechanics hand tools are required for the inspection and possible modification. Read and understand all steps of the instructions before beginning the procedure.

1. Position the unit on a level surface, apply the parking brake and chock the wheels.
2. Look at the rear and side(s) of the tailshelf for the slope indicator assembly consisting of the inclinometer and the placard (refer to Figures 1 and 2).



**Figure 1 — Slope Indicator Assembly Locations**



**Figure 2 — Slope Indicator Assembly Components**

3. Look at the stamped area of the placard to see what number is on the placard.
4. If the number stamped on the placard is 0 or if there is no placard installed under the inclinometer, the inspection is complete. Go to Step 7.
5. If the number stamped on the placard is anything except 0, remove the two screws or rivets holding the inclinometer to the body. Carefully remove and discard the stamped placard. Reinstall the inclinometer with the original screws or new rivets and tighten securely.
6. If there is more than one slope indicator assembly, repeat Step 5 on the remaining slope indicator assemblies.
7. After all slope indicator assemblies are inspected and corrected, if needed, return the unit to service.
8. Complete the inspection form at the end of this CSN and return it to Altec.

# CSN 719 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	Altec Unit Serial Number	Placard is Correct		Date Inspected and/or Corrected
		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: \_\_\_\_\_