

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. 19V-573

September 10, 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 LS60 Units. These units did not meet specific aerial level ground and slope stability requirements. This can cause the unit to become unstable in certain angles and positions resulting in death or serious injury.

Refer to CSN 730 for the items covered under the warranty policy. Altec will supply, free of charge, the necessary components to correct this condition.

In order to determine if your unit is affected by CSN 730, 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 8 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.

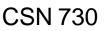
If you have leased this equipment to another person or company, you are required by Federal Law to forward a copy of this notice to the lessee by first class mail within ten (10) days of the receipt of this notice.

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.



## **Customer Service Notice**

September 10, 2019

Units Affected: LS60 Units (see attached list)

## **LS60 Stability Modifications**

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

Altec found that the affected units may not meet aerial level ground and slope stability requirements specified by ANSI A-92.2-2015. Because of that, the unit may become unstable at certain angles and positions resulting in death or serious injury.

Altec requires each unit be modified and tested to meet the capacity and stability specifications. Altec will provide the materials and labor to make the modifications. The modification will include the following.

- Replace the Aerial Load Charts
- Verify the proper amount of counterweight
- Adjust the HOP setting
- Conduct stability tests

This repair is covered under the Altec Warranty Policy and will be performed by Altec at an Altec facility. Altec customer account managers or service associates will contact customers to schedule the appointmants for this repair to be performed. Customers may be responsible for the travel costs to transport the unit to an Altec service facility.