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IMPORTANT SAFETY RECALL

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

NHTSA Safety Recall
No. 19V-662

October 28, 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 units equipped with a trailer brake control. The trailer brake control may not be properly grounded on these units. The improper grounding can cause intermittent trailer braking resulting in death or serious injury.

Refer to CSN 737 for the items covered under the warranty policy. Altec will supply, free of charge, a wiring kit to correct this condition.

In order to determine if your unit is affected by CSN 737, compare the serial number of your unit with the list of affected units attached to the CSN/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 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.



Altec Industries, Inc.
Creedmoor Operations
Creedmoor, NC

CSN 737

Customer Service Notice

October 28, 2019

Units Affected: Chassis equipped with chassis trailer brake controllers

Trailer Brake Wiring Modification

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

Altec discovered the wiring for trailer brake controls was not grounded properly on some units. The improper grounding of the brake controller may cause intermittent trailer braking during operation increasing the risk of death or serious injury.

Altec requires the trailer brake control on the affected units be inspected for proper grounding using the procedure beginning on Page 2. The inspection should be done no later than 30 days after receipt of this CSN. If the inspection shows an improper ground, the unit must be repaired no later than 60 days after the inspection. **If the trailer brake control fails the inspection, do not tow any trailer equipped with electric trailer brakes until the repair is completed.**

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 \$53 for the labor to perform the inspection and the repair. 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 Procedure

Normal mechanics hand tools are required for the installation of this kit. 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. Unhook any trailer from all trailer receptacles at the rear and close the receptacle covers.
3. Sit in the cab with the doors closed. Turn the engine off and remove the keys from the ignition.

4. The brake controller is usually mounted on or under the dash (refer to Figure 1). Move the lever or paddle to turn on the brake controller several times.

5. Each time the lever is moved, an audible click (similar to a turn signal) should be heard from inside the brake controller.

6. If a click is heard when the paddle is squeezed, the trailer brake controller is wired correctly and is properly grounded. The inspection is complete and the unit can be returned to service.



Figure 1 — Brake Controller

7. If there is no click heard, the trailer brake controller is not grounded properly and the wiring must be modified. Order Wiring Modification Kit, part number 990969664, by calling 1-877-GO ALTEC (1-877-462-5832). **If the trailer brake control fails the inspection, do not tow any trailer equipped with electric trailer brakes until the kit is installed. If there is any doubt that the audible click is heard, perform the repair on the chassis.**

8. Complete the inspection form at the end of this CSN and return it to Altec.

