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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. 19V-710

November 18, 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 with solenoid-operated outrigger/tool valves. These units may have incorrect outrigger hydraulic plumbing and as a result, the outriggers could continue retracting after an operator has stopped controlling them, increasing the risk of injury or death to those nearby.

Refer to CSN 739 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 739, 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.
Midwest Operations
St. Joseph, MO

CSN 739

Customer Service Notice

November 18, 2019

Units Affected: DH45B, DH45H, DH48B, DH48H, DH50B, DH50H, DL42B, DL45B, DM45B, DM47B, DM50B, DR41B, DR42B, D2000B, D3000B, D3000H, D4000B, DT65H, and DT80 Series derricks with electronically controlled outriggers and lower tool circuit (see attached list)

Outrigger Valve Inspection

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

Altec has discovered that on some units with a solenoid-operated outrigger/tool valve, incorrect outrigger hydraulic plumbing has occurred. This can result in unintended outrigger retraction. Starting with the outriggers in the extended position and the lower tools circuit engaged, the following situation can happen. If an outrigger control is operated in the Retract direction and then released, the outrigger motion alarm will stop sounding but the outrigger may continue to retract. The unintended retraction of the outrigger may lead to unit instability. **Death or serious injury can result from instability.**

Altec requires inspection of the outrigger plumbing on each unit no later than 30 days after the receipt of this CSN. Use the inspection and repair procedure beginning on page 2.

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 inspection and \$135 for the labor to perform this repair. Call 1-877-GO ALTEC (1-877-462-5832) to schedule the work to be performed by an Altec service technician. Customers are responsible for the travel costs of an Altec mobile service technician if the technician performs the repair at the owner's location.

Inspection and Repair Procedure

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

Setup

1. Position the unit on a level surface, apply the parking brake, and chock the wheels. Leave the outriggers fully retracted. Make sure the unit's hydraulic system is disengaged. Turn off the engine.
2. Locate the solenoid-operated outrigger/tool valve (refer to Figure 1), part number 990297371. It is commonly located inside the pedestal or under the subbase, but it may be in another location. Remove any covers necessary to gain access to the valve.

Inspection

3. If the lower tool circuit has a tool attached to the quick disconnects, remove the tool.
4. Start the engine and engage the unit's hydraulic system. Move the unit/ground functions selector to the Ground Functions position.
5. Use the outrigger controls to extend each outrigger about 6".
6. Move the lower tools control to the latched-on position to pressurize the tools circuit. This provides the pressure for outrigger manual override operation.

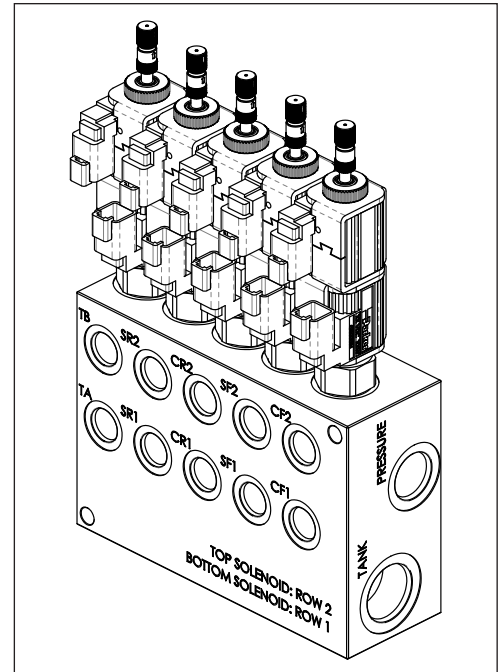


Figure 1 — Outrigger/Tool Valve

7. Locate the manual override pins at the ends of the solenoid coils (refer to Figure 2).

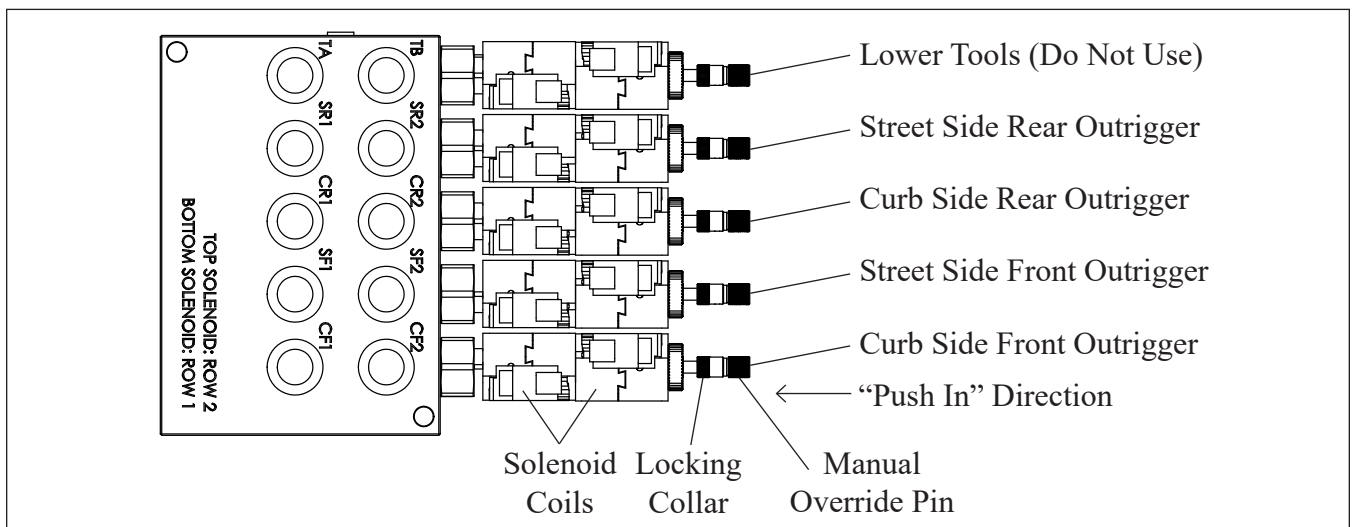


Figure 2 — Outrigger/Tool Valve Manual Override Pins

8. Use the outrigger manual override pins as described in steps a through d to test each of the four outrigger functions for proper plumbing. The cylinder will extend if the unit is plumbed properly or retract if plumbed improperly.
 - a. On the street side rear outrigger manual override pin, pull the locking collar away from the solenoid coil, push in on the override pin for about three seconds, and release the pin. Look at the corresponding outrigger and note whether it extended or retracted from the starting position produced in step 5.
 - b. Repeat step a for the curb side rear outrigger.
 - c. Repeat step a for the street side front outrigger.
 - d. Repeat step a for the curb side front outrigger.
9. Move the lower tools control to the Off position.
10. If 1 or more outriggers retracted from its starting position in step 8, proceed to step 11. If all 4 outriggers extended from their starting positions in step 8, proper hydraulic plumbing is confirmed; proceed to step 15.

Modifications

11. Disengage the hydraulic system and turn off the engine. Make sure the hydraulic system is not pressurized.



Death or serious injury can result from hydraulic oil being injected into the flesh when loosening or disconnecting hydraulic components. Remove the pressure before loosening or disconnecting hydraulic components.

Seek medical attention if injured by escaping hydraulic oil. Serious infection or reaction can result if medical treatment is not given immediately.

Spilled hydraulic oil creates slick surfaces and can cause personnel to slip and/or fall. Keep the unit and work areas clean.

12. For each outrigger which retracted from its starting position in step 8, perform steps a through d to produce the final hydraulic and electrical connections shown in Figure 3.

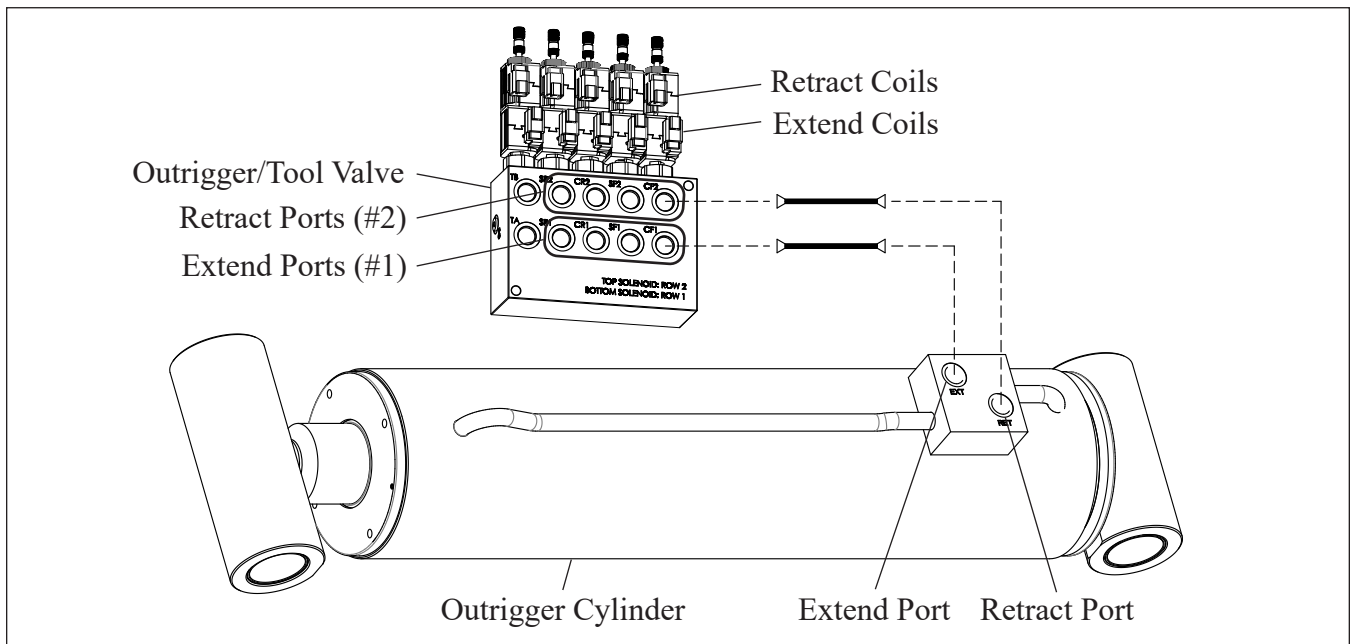


Figure 3 — Proper Valve and Cylinder Hydraulic and Electrical Connections

- a. The hose connections must be reversed either at the outrigger cylinder (refer to Figure 4) or at the corresponding ports on the outrigger/tool control valve (refer to Figure 5). Determine which is the more suitable location to make this change.



Figure 4 — Outrigger Cylinder Plumbing



Figure 5 — Outrigger/Tool Valve Plumbing

- b. If reversing the hose connections at the cylinder, use a felt tip marker or paint stick to mark an “E” on the hose that is currently connected to the retract port. If reversing the hose connections at the control valve, use a felt tip marker or paint stick to mark a “1” on the hose that is currently connected to the #2 port.
- c. Disconnect both hoses from the hydraulic adapters on the cylinder ports or the control valve ports for the corresponding cylinder (refer to Figure 6). Reconnect the hoses to the opposite adapters. Confirm that the hose marked “E” is now connected to the extend port if reversing connections at the cylinder, or that the hose marked “1” is now connected to the #1 port if reversing connections at the valve.

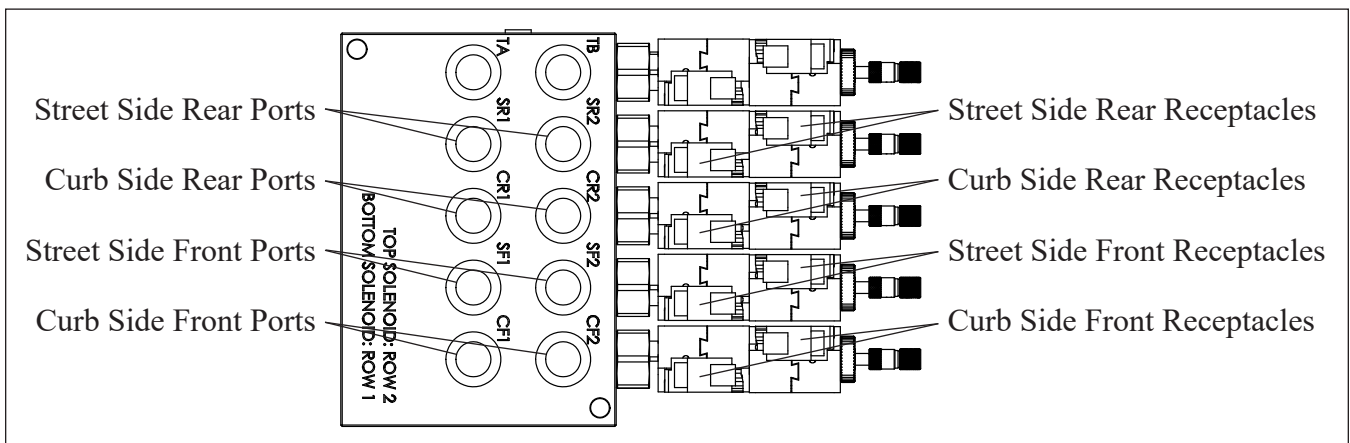


Figure 6 — Outrigger/Tool Valve Ports and Solenoid Receptacles

- d. Disconnect both electrical connectors from the solenoid coil receptacles for the corresponding cylinder (refer to Figure 6). Reconnect the connectors to the opposite coil receptacles.
13. Start the engine and engage the unit's hydraulic system. Confirm that the unit/ground functions selector is in the Ground Functions position.
14. Use the outrigger controls to operate each outrigger function in both directions to confirm proper operation and check for leaks. Make any necessary corrections.

Completion

15. Retract the outriggers. Install any covers that were removed. Return the unit to service.
16. Complete the inspection form at the end of this CSN and return it to Altec.

CSN 739 Inspection Sheet

Return Card A

Complete this form and FAX to: 1-877-659-9929
or scan and email to product.safety@altec.com

Model	Altec Unit Serial Number	Outrigger Operation is Correct, No Modification Required		Outrigger Plumbing Modification Completed		Date Inspected
		Yes	No	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 _____