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## **IMPORTANT SAFETY RECALL**

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

NHTSA Safety Recall  
No. 20V-174

April 23, 2020

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 D3050E, D3055E, D3060E, DH48E, DH50E, and DT65E Series derricks with full view lower controls. These units have some controls that can be unintentionally operated. Unintended operation can possibly cause loss of load control resulting in death or serious injury.

Refer to CSN 754 for the items covered under the warranty policy. Altec will supply, free of charge, a guard installation kit to correct this condition.

In order to determine if your unit is affected by CSN 754, 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 one hour 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  
Daleville, VA

CSN 754

# Customer Service Notice

April 23, 2020

Units Affected: D3050E, D3055E, D3060E, DH48E, DH50E, and DT65E Series derricks  
with full view lower controls built from December 2016 through March 2020  
(see attached list)

## Full View Control Pod Modification

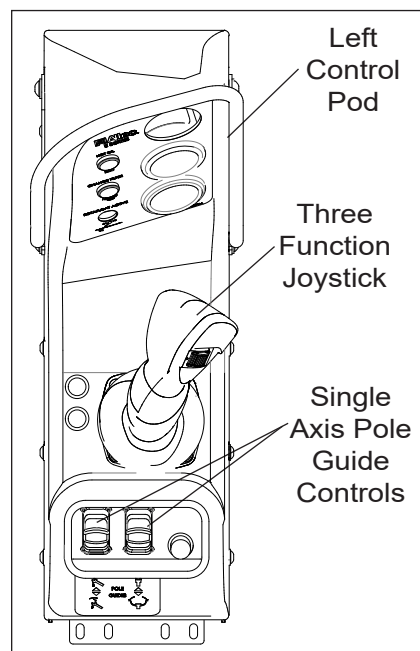
Altec is committed to providing our customers safe and reliable products from initial delivery throughout the useful life of the machine.

The left control pod on the full view lower controls contains two single-axis joysticks used for operating the pole guide functions. These are located near the three-function joystick used for operating the upper boom, winch, and digger functions (refer to Figure 1). Altec has discovered that the operator's clothing or personal protective equipment can catch on the pole guide control joysticks when operating the three-function joystick. This can cause unintended operation of the pole guide tilt or tong functions, resulting in loss of control of a pole during pole handling.

**Death or serious injury can result from loss of load control.**

Altec has designed a guard to prevent unintended operation of the pole guide joysticks. Altec requires the installation of this guard on the affected units no later than 30 days after receiving this CSN. Customers can call 1-877-GO ALTEC (1-877-462-5832) to order the Pole Guide Control Guard Kit, part number 991063327.

This repair is covered under the Altec Warranty Policy and can be performed by Altec, the customer, or the customer's warranty



**Figure 1 — Pole Guide Control Location**

Altec Use Only	
Inspection labor	0.0 hr
Repair labor	1.0 hr
Account #	010.1096.43151.417.9022.000
Travel	Not Included
NHTSA code	98
Prime fail P/N	n/a
Doc ref	074900711

Parts Kit	Part Number	Qty	Warranty
Pole Guide Control Guard Kit	991063327	1	Yes

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 \$90 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 are responsible for the travel costs of an Altec Mobile Service technician if the technician performs the repair at the owner's location.