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IMPORTANT SAFETY RECALL

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

NHTSA Safety Recall
No. 20V-187

May 13, 2020

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 AT200A and AT200AV with splicing package mounted on Ford E350 single rear wheel axle cutaway van built from January 2016 through March 2018 Units. These units may have tires that are incorrectly sized for the load capacity. Failure to use the correct tires, properly inflated and properly loaded, can result in tire damage or failure and loss of control of the vehicle. An overload condition may reduce the vehicle's stability or result in tire failure, increasing the risk of a crash.

Refer to CSN 756 for the items covered under the warranty policy. Altec will supply, free of charge, replacement tires and wheels to correct this condition.

In order to determine if your unit is affected by CSN 756, compare the serial number of your unit with the list of affected units attached to the CSN. This repair can be arranged through Altec Repair Central or performed by the customer's warranty provider. Contact Altec at 1-877-GO-ALTEC (1-877-462-5832) for further assistance. The repair is expected to take 2 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.
 Elizabethtown Operations
 Elizabethtown, KY

CSN 756

Customer Service Notice

May 13, 2020

Units Affected: AT200A and AT200AV with splicing package mounted on Ford E350 single rear wheel axle cutaway van built from January 2016 through March 2018 (see attached list)

Tire Size Inspection

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

Altec completes units and chassis to meet customer specifications. Some chassis may require changes to meet the customer specifications or other requirements. Changes to tire sizes or weight ratings are sometimes needed to meet those requirements.

Before delivery, the original tires should have been changed to a larger size to provide the necessary load capacity. Altec discovered that this change may not have been performed on the affected units. Failure to use the correct tires, properly inflated and properly loaded, can result in tire damage or failure and loss of control of the vehicle.

Altec requires a tire inspection to determine if the they are of the proper size and load index. If the tires do not meet the specified requirements, complete the following actions.

- Replace tires with the proper sized tires.
- Modify the front wheel wells to provide proper clearance for the larger tires.
- Inspect vehicle for required placards.

The inspection and tire replacement, if required, must be completed within 30 days of the receipt of this CSN. Use the inspection procedure beginning on page 2.

This repair is covered under the Altec Warranty Policy and can be arranged through Altec Repair Central or performed by the customer’s warranty provider. Altec Repair Central will perform the repair for free. 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 \$1,500 for the cost of this repair. Call 1-844-373-0319 to schedule the work to be done by Repair Central.

Altec Use Only	
Inspection labor	0.0 hr
Repair labor	0.0 hr
Account #	010.0557.43151.000.7201.000
Travel	Not Included
NHTSA code	19
Prime fail P/N	None
Doc ref	None

Parts Kit	Part Number	Qty	Warranty
Overload Hazards Placard	990944536	2	YES
Final Stage Cert. Label	067000980	1	YES

In addition to the inspection, please refer to the Items to Monitor on page 3.

Inspection Procedure

No tools are required for the inspection. 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. Inspect each tire on the vehicle to determine the size and load index.
 - If all the tires are the 265/75 R16 size with a 123 load index (Load Range E), proceed to step 3.
 - If the tires are not the 265/75 R16 size with a 123 load index (Load Range E), schedule to have them replaced with tires of this size and load index and to have the tire installer modify the front wheel wells for proper clearance for the larger tires. Proceed to step 3.

3. Find the Final Stage Certification Label (refer to Figure 1) located on the left side of the chassis near the driver’s seat, usually in one of the following positions.

- Door hinge pillar
- Door latch post
- Door edge that meets the door latch post
- Left side of the instrument panel
- Inward facing surface of the door next to the driver’s seat

4. Review the Final Stage Certification Label to determine if the values for the following specifications are all shown as listed below.

- Tire size: 265/75 R16
- GVWR: 10050 LB
- GAWR FRONT or FAWR: 4200 LB
- GAWR REAR or RAWR: 6084 LB
- Front tire pressure: 80 PSI COLD
- Rear tire Pressure: 80 PSI COLD

If any of the specifications on the label are not as shown above, contact Altec by calling 1-877-GO ALTEC (1-877-462-5832), prompt 1, to order a new label, part number 067000980. Each label is unique for the chassis. Remove the old label and replace it with the new one, or install the new label on top of the old one.

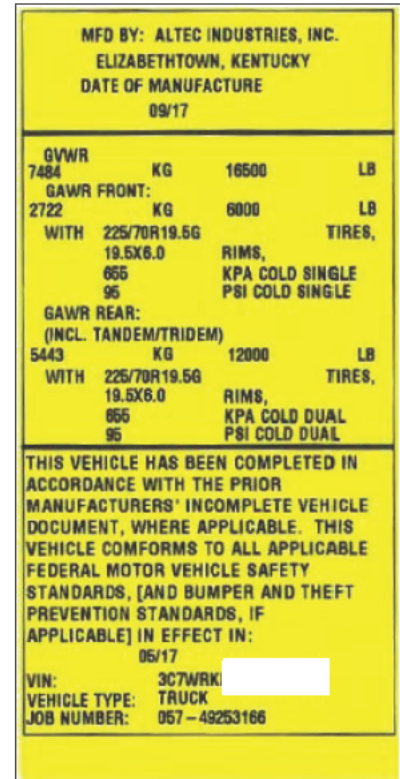


Figure 1 – Example of Final Stage Certification Label

5. Inspect the vehicle to see if an Overload Hazards placard, part number 990944536, is installed above each rear wheel well (refer to Figure 2). If these placards are not installed, contact Altec by calling 1-877-GO ALTEC (1-877-462-5832), prompt 1, to order two of these placards. Install one placard above each rear wheel well.

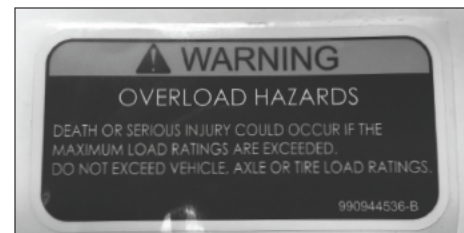


Figure 2 – Overload Hazards Placard

6. Return the unit to service.
7. Complete the inspection sheet at the end of this CSN and return it as specified. If tires need to be replaced, DO NOT send in inspection sheet until replacement is complete.

Items To Monitor

Altec recommends the following chassis conditions be monitored. These items have a direct impact on the safe use of the unit and on the vehicle's safety.

1. Tire Size and Load Rating: Single rear wheel cutaway vans must be outfitted with 265/75 R16 tires with a 123 load index (Load Range E). If tires have been changed since delivery, the replacement tires must meet these requirements for size and load rating. If these requirements are not met, please contact your Altec Account Manager immediately to have the proper tires installed.
2. Maintaining Tire Pressure: Tire load rating is dependent on proper tire pressure. Reduced tire pressure will greatly reduce the load carrying capability of the tires. Ambient temperature will affect tire pressure. Altec recommends checking tire pressure daily using the values found at the driver's side door jam. This tire pressure is based on the tire manufacturer's recommendation for the given GVW. Do not inflate the tires to the maximum pressure shown on the tire wall.

Front Tires: 80 PSI Cold

Rear Tires: 80 PSI Cold

3. Do Not Overload Axle Capacities: Monitor the cargo weight carried in the vehicle to make sure axle capacities are not exceeded.
 - GVWR: 10,050 pounds
 - FAWR: 4,200 pounds
 - RAWR: 6,084 pounds

4. Install Platform Cover When Unit is Stowed: Empty the platform and clear debris before roading the unit. Platforms are designed with drain holes, but a buildup of debris, snow, ice, etc. in the bottom of the platform can limit draining ability. These conditions may overload the rear axle and tires. Each unit is shipped with a platform cover, Altec part number 990270743, to be used to cover the platform.

5. Do Not Use Towing Devices: These vehicles are not rated or designed for towing. Remove any towing device immediately.

CSN 756 Inspection Sheet

Complete this form and return to Altec to document inspection and repair completion.

Choose one of these options.

- Online through the customer portal – Altec Connect*
 Sign in or Register for an account at www.altec.com/altec-connect/
 1. Select Equipment
 2. Select Altec Product Notices
 3. Select Report a Completed APN
- Scan and Email to product.safety@altec.com
- FAX to 1-877-659-9929



To login to your existing Altec Connect account, scan here with your smart phone!

*Customer performed warranty can be submitted online for reimbursement through Altec Connect.

Model	Altec Unit Serial Number	Equipped with Proper Tires		Date Inspected/ Tires Replaced
		Yes	No - Replaced with proper tires	

Company Name: _____ Phone _____

Service Company Name: _____ Phone: _____

Company Contact: _____

Company Street Address: _____

State: _____ ZIP Code: _____

Signature: _____

Submission of this form does not order parts or schedule service from Altec.

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 through Altec Connect.

For more information or to schedule the work to be done by an Altec Service technician call:
 1-877-GO ALTEC (1-877-462-5832)

Make copies of this form for additional units if needed.