



210 Inverness Center Parkway  
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. 20V-501

October 18, 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 EC505-FG, EC655-FG, and EC855-FG knuckle-boom cranes with jib. These units have felling grapple tines that can possibly loosen their grip during operation. If the tines open far enough, the load can be dropped resulting in death or serious injury.

Refer to CSN 773 for the items covered under the warranty policy. Altec will supply, free of charge, the necessary parts to correct this condition.

In order to determine if your unit is affected by CSN 773, compare the serial number of your unit with the list of affected units attached to the CSN. The repair will be performed by Altec. Contact Altec at 1-877-GO-ALTEC (1-877-462-5832) for further assistance. The repair is expected to take six 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.  
 Creedmoor Operations  
 Creedmoor, NC

CSN 773

# Customer Service Notice

October 18, 2020

Units Affected: EC505-FG, EC655-FG, and EC855-FG knuckle-boom cranes with jib built from May 2018 to June 2020 (Verify that your unit serial number is affected by reviewing the attached list in this CSN or by accessing your fleet on [connect.altec.com/login](http://connect.altec.com/login))

## Felling Grapple Modification

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

Altec has received reports of the felling grapple tines loosening their grip on a load while the grapple tilt down and jib extend/retract functions are operating at the same time. If the tines open far enough while removing a limb from a tree, the limb can fall out. **Death, serious injury, or property damage can result from a dropped load.**

Altec has created a service kit to prevent the grapple tines from opening unintentionally. Altec requires that the kit be installed on each unit no later than the next regular maintenance interval or 90 days from the receipt of this CSN, whichever comes first.

This repair is covered under the Altec Warranty Policy and will be performed by Altec. Altec will perform the repair for free at an Altec facility. 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.

Altec Use Only	
Inspection labor	0.0 hr
Repair labor	6.0 hr
Account #	010.1066.43151.000.9089.000
Travel	Not Included
NHTSA code	98
Prime fail P/N	n/a
Doc ref	991198220

Parts Kit	Part Number	Qty	Warranty
Dump valve kit, units with Altec-installed cross port relief	991161488	1	Yes
Dump valve kit, units with Effer-installed cross port relief	991161489	1	Yes
Dump valve kit, units without cross port relief	991184045	1	Yes