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IMPORTANT SAFETY RECALL

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

NHTSA Safety Recall
No. 20V-765

February 8, 2021

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 DC, DLB, DMB, DHB, DHH, DHE, D2/3/4B, D3H, DT65H, and DT80 series derricks and certain AA, AM, AN, and TA45/50/55 series aerial devices. These units may have a check valve in the hydraulic system that has the potential for failure. When the check valve fails, it can produce metal fragments that can lodge in components in the hydraulic system such as a control valve, relief valve, or counterbalance valve. This can cause continued function movement after the control is released, failure of a function to operate in one direction, or cylinder drift. **Death or serious injury can result from uncontrolled movement or failure of a function to respond to the controls.**

Refer to CSN 787 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 787, 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 .5 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
St. Joseph, MO

CSN 787

Customer Service Notice

February 8, 2021

Units Affected: Certain DC, DLB, DMB, DHB, DHH, DHE, D2/3/4B, D3H, DT65H, and DT80 series derricks built from September 2018 through June 2020, and certain AA, AM, AN, and TA45/50/55 series aerial devices built from September 2018 through October 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)

Check Valve Inspection

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

A part number 970043210 check valve is typically used in the PTO-driven pump pressure line on units which have a secondary stowage DC pump. This check valve is also used in other situations on various units. The 970043210 check valve is purchased from several suppliers. Altec has discovered that the check valves provided by one supplier have the potential for failure. When the check valve fails, it can produce metal fragments that can lodge in components in the hydraulic system such as a control valve, relief valve, or counterbalance valve. This can cause continued function movement after the control is released, failure of a function to operate in one direction, or cylinder drift. **Death or serious injury can result from uncontrolled movement or failure of a function to respond to the controls.**

Altec requires the 970043210 check valve to be inspected on each unit to determine the manufacturer and to be replaced if necessary. This must be done no later than the next periodic maintenance interval or 90 days from the receipt of this CSN, whichever comes first. Use the Inspection Procedure located on page 2. If the inspection determines that the check valve must be replaced, call 1-877-GO ALTEC (1-877-462-5832) and press 1 to order the Check Valve Replacement Kit, part number 991208079. Install the kit as soon as it is received.

The inspection and repair are covered under the Altec Warranty Policy and can be performed by Altec, the customer, or the customer's warranty provider. Altec will perform the inspection and repair for free at an Altec facility. If the customer or the customer's warranty provider performs

Altec Use Only	
Inspection labor	0.5 hr
Repair labor	0.5 hr
Account #	010.0997.43151.000.9119.000
Travel	Not included
NHTSA code	98
Prime fail P/N	970043210
Doc ref	074900732

Altec Use Only			
Parts Kit	Part Number	Qty	Warranty
Check valve replacement kit	991208079	1	Yes
Drain pan	970699618	1	Yes
Funnel	991141312	1	Yes

the inspection and/or 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 up to \$45 for the labor to replace the check valve. If a control valve or other component has been damaged by the check valve failure, additional reimbursement will be provided to replace the component. 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 and/or repair at the owner's location.

Inspection Procedure

No tools are required for this 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, chock the wheels, and turn off the engine.
2. Find the 970043210 check valve in the hydraulic system (refer to Figure 1). The check valve has a 1 ⁵/₈" hex body that is 2 ¹/₄" long, with the Altec part number stamped on one of the flats.
 - On units with a PTO-driven piston pump, the check valve is typically located in the pressure line near the pump.
 - On units with a tandem PTO-driven vane pump or gear pump, the check valve is typically located in the larger of the two pressure lines near the pump.
 - If the check valve is not found near the PTO-driven pump, consult the unit's as-built hydraulic schematic to determine the location. If the check valve still cannot be located, call 1-877-GO ALTEC (1-877-462-5832) and press 4 for Altec Technical Support.



Figure 1 — 970043210 Check Valve

3. Look at the other information stamped near the part number on the check valve.
 - If “ALTEC” is stamped above the part number and a 4-digit lot number is stamped below the part number as shown in Figure 1, the check valve is supplied by Deltrol and must be replaced. Call 1-877-GO ALTEC (1-877-462-5832) and press 1 to order the Check Valve Replacement Kit, part number 991208079. Schedule to install the kit as soon as it is received. Do not complete the inspection sheet at the end of the CSN. The unit may be returned to service as long as the preoperational inspection described in the unit's operator's manual is performed before each work shift. If continued function movement after the control is released, failure of a function to operate in one direction, or cylinder drift occurs, remove the unit from service.
 - If the supplier name “VONBERG” or “FLUIDTECH” is stamped above the part number, the check valve does not require replacement. Return the unit to service. Complete the inspection sheet at the end of the CSN and return it to Altec as specified.

CSN 787 Check Valve Inspection Sheet

Complete this form and return it to Altec to document inspection completion only if the inspection confirms the check valve does not require replacement.

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	Date Inspected

Company Name: _____ Phone _____

Service Company Name: _____ Phone: _____

Company Contact: _____

Company Street Address: _____

City _____ 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.