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Birmingham, AL 35242

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IMPORTANT SAFETY RECALL

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

NHTSA Safety Recall
No. 20V-777

February 9, 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 AN67E-E100 aerial devices. These units may have an incorrect cartridge installed in the elevator control valve. This cartridge allows the elevator functions to remain operational rather than being properly disabled when the unit is in purge mode. This can cause unexpected movement of the elevator arms if the control levers are moved when in purge mode. **Death or serious injury can result from unexpected movement of the elevator arms..**

Refer to CSN 789 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 789, 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 1 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.
Midwest Operations
St. Joseph, MO

CSN 789

Customer Service Notice

February 9, 2021

Units Affected: Certain AN67E-E100 aerial devices built from November 2019 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)

Elevator Control Valve Inspection

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

Altec has discovered that an incorrect cartridge may have been installed in the elevator control valve on the affected units. This cartridge allows the elevator functions to remain operational rather than being properly disabled when the unit is in purge mode. This can cause unexpected movement of the elevator arms if the control levers are moved when in purge mode. **Death or serious injury can result from unexpected movement of the elevator arms.**

Altec requires the elevator control valve to be inspected on each unit using the Inspection Procedure beginning on page 2. The inspection must be performed no later than the next regular maintenance interval or 90 days from the receipt of this CSN, whichever comes first. Any unit having a nonconforming elevator control valve must be taken out of service until the valve is repaired.

This 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 work for free at an Altec facility. If the customer or the customer's warranty provider performs the work, a warranty claim must be submitted to be reimbursed for the cost of the parts, labor, and/or travel. Altec will allow up to \$45 for the labor to perform this inspection and up to \$90 for the labor to perform the repair. The valve supplier is covering up to \$180 for the travel costs of an Altec Mobile Service technician. 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 exceeding the covered amount if the technician performs the inspection and/or repair at the owner's location.

Altec Use Only	
Inspection labor	0.5 hr
Repair labor	1.0 hr
Account #	010.0337.43151.331.0000.000
Travel	2.0 hr
NHTSA code	98
Prime fail P/N	970346812
Doc ref	074900741

Altec Use Only			
Parts Kit	Part Number	Qty	Warranty
Elevator valve plug kit	990951100	1	Yes
Drain pan	970699618	1	Yes

Inspection Procedure

Normal mechanic's hand tools and a flashlight 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 and chock the wheels. Turn off the engine.
2. Find the two-spool elevator control valve located on the left side of the lower control station on the curb side of the vehicle (refer to Figure 1).

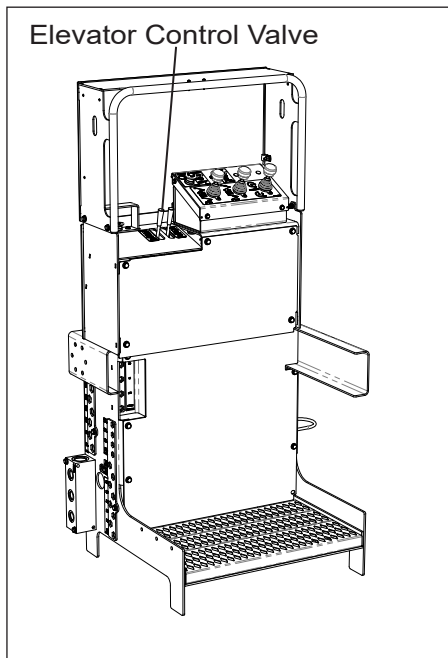


Figure 1 – Lower Control Station

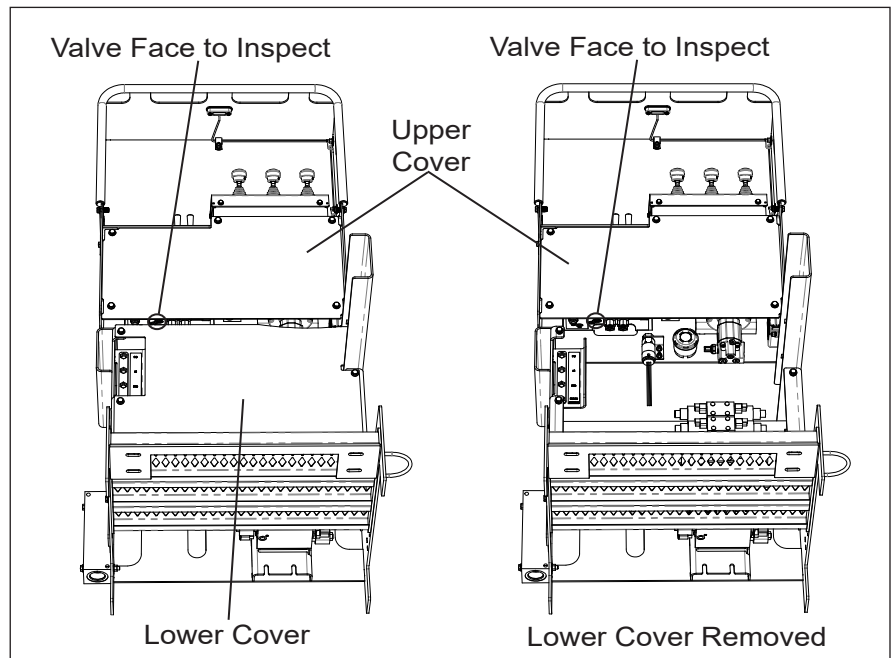


Figure 2 – Locating Valve Face

3. Use a flashlight to determine if the middle portion of the bottom face of the elevator control valve is visible through the gap between the upper and lower covers or through the notch in the left side of the lower cover (refer to Figure 2). If the valve face is not visible, remove the lower cover.
4. Using a flashlight if necessary, inspect the bottom face of the valve between the aluminum block at the left end and the two-spool valve body at the right.
 - If there is no hex head cartridge or round head hex socket plug at this location (refer to Figure 3), there is no issue with the valve. Reinstall the lower cover if it was removed, and return the unit to service. Complete the Inspection Sheet at the end of the CSN and return it to Altec as specified.
 - If there is a round head hex socket plug at this location (refer to Figure 4), there is no issue with the valve. Reinstall the lower cover if it was removed, and return the unit to service. Complete the Inspection Sheet at the end of the CSN and return it to Altec as specified.
 - If there is a hex head cartridge at this location (refer to Figure 5), the valve must be repaired. Call 1-877-GO ALTEC (1-877-462-5832) to order the Elevator Valve Plug Kit, part number 990951100, and to schedule the installation if it will be performed by Altec. Reinstall the lower cover if it was removed, and take the unit out of service until the kit is installed. **Do not** complete the Inspection Sheet at the end of the CSN.

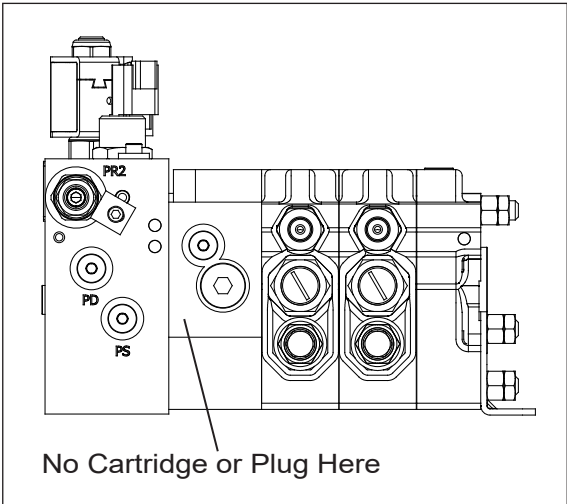


Figure 3 – Valve with No Cartridge or Plug

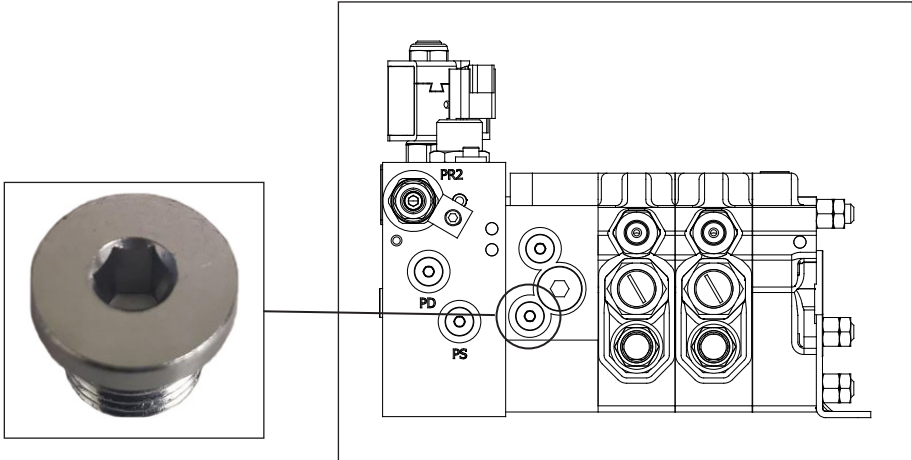


Figure 4 – Valve with Correct Plug

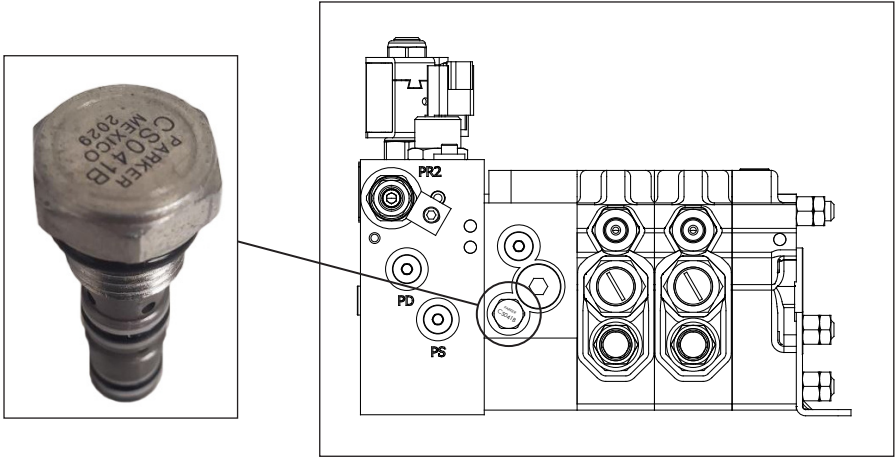


Figure 5 – Valve with Incorrect Cartridge

CSN 789 Elevator Control Valve Inspection Sheet

Complete this form and return to Altec to document inspection 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	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.