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IMPORTANT SAFETY RECALL

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

NHTSA Safety Recall
No. 21V-012

March 15, 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 DH-XXB, DH-XXE, and D30XXE series derricks. These units are equipped with a radio control transmitter for use as the upper controls by an operator in the platform. However, the capacity chart for combined digger derrick and platform use was not provided on these units. Thus the operator does not have access to the rated capacity information required to maintain stability during operation from the platform. **Death or serious injury can result from the lack of proper stability.**

Refer to CSN 792 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 792, 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 ½ 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 792

Customer Service Notice

March 15, 2021

Units Affected: DH-XXB, DH-XXE, and D30XXE series derricks built from August 2016 to September 2020 equipped with radio controls for use from platform (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)

Derrick Combined Use Capacity Placard Installation

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

The affected units are equipped with a radio control transmitter for use as the upper controls by an operator in the platform. Altec has discovered that the capacity chart for combined digger derrick and platform use was not provided on these units. Thus the operator does not have access to the rated capacity information required to maintain stability during operation from the platform. **Death or serious injury can result from the lack of proper stability.**

A kit will be provided by Altec for installation of the required combined use capacity placards. Altec requires that the kit be installed on each unit no later than the next regular maintenance interval or 90 days of the receipt of this CSN, whichever comes first. Call 1-877-GO ALTEC (1-877-462-5832) to order the correct Derrick Combined Use Capacity Placard kit for your unit using the list provided on page 2.

This repair is covered under the Altec Warranty Policy and can be performed by Altec, the customer, or the customer's warranty 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 \$45 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 inspection or repair at the owner's location.

Altec Use Only	
Inspection labor	0.0 hr
Repair labor	0.5 hr
Account #	010.1092.43151.346.0000.000
Travel	Not included
NHTSA code	98
Prime fail P/N	N/A
Doc ref	074900748

Altec Use Only			
Parts Kit	Part No.	Qty	Warranty
See list on page 2	As Required	1	Yes

Derrick Combined Use Capacity Placard Kits

Model	Winch Type	Kit Part Number
DH45B	Turntable	991284389
	Boom Tip	991284367
DH48B	Turntable	991284393
	Boom Tip	991284376
DH50B	Turntable	991284397
	Boom Tip	991284383
DH45E	Turntable	991260090
	Boom Tip	991260129
DH48E	Turntable	991260122
	Boom Tip	991260132
DH50E	Turntable	991260128
	Boom Tip	991260133
D3050E	Turntable	991260219
	Boom Tip	991260231
D3055E	Turntable	991260226
	Boom Tip	991260242
D3060E	Turntable	991260228
	Boom Tip	991260243