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## IMPORTANT SAFETY RECALL

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

NHTSA Safety Recall  
No. 21V-126

April 16, 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 DT65, DT65E Series, and DT65H Series digger derricks equipped with an OptiView riding seat built from August 2017 to December 2020. If an operator's hand is resting on top of the capacity placard mounting plate on the left control pod of the OptiView riding seat, the boom can contact the hand at high boom angles. Serious injury can result from the boom contacting the operator's hand.

Refer to CSN 800 for the items covered under the warranty policy. Altec will supply the necessary parts to correct this condition free of charge.

In order to determine if your unit is affected by CSN 800, 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.  
Roanoke Operations  
Daleville, VA

CSN 800

# Customer Service Notice

April 16, 2021

Units Affected: DT65, DT65E Series, and DT65H Series digger derricks equipped with an OptiView riding seat built from August 2017 to December 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))

## OptiView Control Station Update

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

A customer has reported that if an operator's hand is resting on top of the capacity placard mounting plate on the left control pod of the OptiView riding seat, the boom can contact the hand at high boom angles. **Serious injury can result from the boom contacting the operator's hand.**

A kit will be provided by Altec to relocate the capacity placard mounting plate to the right control pod. Altec requires that the kit be installed on each unit no later than the next regular maintenance interval or 30 days of the receipt of this CSN, whichever comes first. Call 1-877-GO ALTEC (1-877-462-5832) to order the correct Capacity Placard Relocation Kit for your unit model using the list shown below.

### Capacity Placard Relocation Kit

Model	Part Number
DT65E, DT65E-TC	991290333
DT65, DT65H, DT65H-TC	991290124

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 \$90 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 repair at the owner's location.

Altec Use Only	
Inspection labor	0.0 hr
Repair labor	1.0 hr
Account #	010.1096.43151.516.0000.000
Travel	Not included
NHTSA code	98
Prime fail P/N	N/A
Doc ref	074900753, 074900754

Altec Use Only			
Parts Kit	Part No.	Qty	Warranty
DT65E Series capacity placard relocation kit	991290333	1	Yes
DT65, DT65H Series capacity placard relocation kit	991290124	1	Yes