



210 Inverness Center Parkway  
Birmingham, AL 35242

Telephone: 205-991-7733  
Facsimile: 205-991-9993  
[www.altec.com](http://www.altec.com)

## **IMPORTANT SAFETY RECALL**

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

NHTSA Safety Recall  
No. 21V-133

April 30, 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 DC1317 and DRM12 chippers equipped with a Kubota gas engine. This includes units built prior to June 2018 that had an engine enclosure update kit installed according to SIL 681 and certain units built between June 2018 and June 2019. The flexible section of the exhaust pipe can separate and create an exhaust gas leak in the engine compartment, creating the risk of a fire.

Refer to CSN 802 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 802, compare the VIN 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.  
Mt. Airy Operations  
Mt. Airy, NC

CSN 802

# Customer Service Notice

April 30, 2021

Units Affected: Certain DC1317 and DRM12 chippers equipped with a Kubota gas engine. This includes units built prior to June 2018 that had an engine enclosure update kit installed according to SIL 681 and certain units built between June 2018 and June 2019 (Verify that your unit VIN number is affected by reviewing the attached list in this CSN or by accessing your fleet on [connect.altec.com/login](https://connect.altec.com/login))

## Exhaust System Update

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

Altec has discovered that the flexible section of the exhaust pipe can separate and create an exhaust gas leak in the engine compartment on the affected units. An exhaust gas leak in the engine compartment creates the risk of a thermal event. **Injury and property damage can result from a thermal event in the engine compartment.**

A kit has been developed by the engine supplier to replace the flexible section of the exhaust pipe with an improved version. 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. Order the Chipper Exhaust Flex Pipe Kit, part number 991309526, by calling 1-877-GO ALTEC (1-877-462-5832).

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 #	010.0690.43151.523.0000.000
Travel	Not included
NHTSA code	06
Prime fail P/N	N/A
Doc ref	N/A

Altec Use Only			
Parts Kit	Part No.	Qty	Warranty
Chipper exhaust flex pipe kit	991309526	1	Yes