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IMPORTANT SAFETY RECALL

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

NHTSA Safety Recall
No. 21V-239

May 21, 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 AT37M/41M/48M, AT48S, L37M, and L41A aerial devices. These units may have rotation bearing cap screws that have experienced limited field failures exceeding the expected rates for typical lots. The failure of rotation bearing cap screws can cause uncontrolled movement resulting in death or serious injury.

Refer to CSN 807 for the items covered under the warranty policy. Altec will supply, free of charge, replacement cap screws to correct this condition.

In order to determine if your unit is affected by CSN 807, 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 up to seven hours 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.



Customer Service Notice

May 21, 2021

Units Affected: AT37M/41M/48M, AT48S, L37M, and L41A aerial devices (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)

Rotation Bearing Cap Screw Inspection

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

Altec has received reports of isolated failures of rotation bearing cap screws on the affected units. Investigation has found that the cap screws in the lot with the 3050 head marking have experienced limited field failures exceeding the expected rates for typical lots. The failure of rotation bearing cap screws can cause uncontrolled movement. **Death or serious injury can result from uncontrolled movement.**

Altec requires a visual inspection of the inner race and outer race rotation bearing cap screws on the affected units for the cap screw condition and head marking. Use the Inspection Procedure on page 2. The inspection must be done no later than the next regular maintenance interval or 90 days from the receipt of this CSN, whichever comes first.

If cap screw replacement is required, call 1-877-GO ALTEC (1-877-462-5832) and order part number 990583685 for the Outer Race Fasteners Replacement Kit and/or 990583686 for the Inner Race Fasteners Replacement Kit.

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 and/or labor. Altec will allow up to \$45 for the labor to perform this inspection and up to \$315 per bearing race 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	0.5 hr
Repair labor	3.5 hr for 1 race, 7.0 hr for both races
Account #	010.1026.43151.774.0000.000
Travel	Not included
NHTSA code	98
Prime fail P/N	970065475
Doc ref	074900466

Altec Use Only			
Parts Kit	Part Number	Qty	Warranty
Replacement Fasteners Kit, Outer Race	990583685	1	Yes
Replacement Fasteners Kit, Inner Race	990583686	1	Yes

Inspection Procedure

A flashlight may be required for the inspection. Read and understand all steps of the instructions before beginning the procedure.

1. Examine all the cap screw heads in each rotation bearing race to check for a 3050 marking below the Altec logo (refer to Figure 1) and to check for any broken cap screws.

2. Perform the following action(s) based on the inspection results.

- If any cap screws in a race are broken, remove the unit from service immediately and replace all the cap screws in that race. Do not complete the Inspection Sheet at the end of the CSN.
- If any cap screws in a race have the 3050 head marking and no cap screws are broken, replace all the cap screws in that race no later than the next regular maintenance interval or 90 days from the receipt of this CSN, whichever comes first. Do not complete the Inspection Sheet at the end of the CSN.
- If none of the cap screws in a race have the 3050 head marking and no cap screws are broken, the inspection is complete on that race. If the inspection is completed on both races and no issues are found on either race, complete the Inspection Sheet at the end of the CSN and return it to Altec.



Figure 1 — 3050 Head Marking

CSN 807 Rotation Bearing Cap Screw Inspection Sheet

Complete this form and return it to Altec to document inspection completion only if none of the cap screws have 3050 head stamp.

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.