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Birmingham, AL 35242

Telephone: 205-991-7733
Facsimile: 205-991-9993
www.altec.com

IMPORTANT SAFETY RECALL

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

NHTSA Safety Recall
No. 21V-512

September 3, 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 the rotation gearbox for certain D2/3/4000B, D30XXE, and DHXXE Series digger derricks. The brake on the rotation gearbox can fail. A failed rotation brake can cause uncontrolled boom movement resulting in death or serious injury.

In order to determine if your fleet is affected by this MAB, compare your unit list and recent parts orders with the attached list of affected units and parts orders. Parts may not be immediately available due to supplier back-order. The inspection and 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 inspection is expected to take up to 1 hour and the repair is expected to take up to 2 hours to complete.

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.

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.

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.

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).

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.
Corporate Supplier Quality
Birmingham, AL

MAB 827

MANDATORY ACTION BULLETIN

September 3, 2021

Units Affected: D2/3/4000B, D30XXE, and DHXXE Series digger derricks built from December 2020 to February 2021 (Verify that your unit serial number is affected by reviewing the attached list in this MAB or by accessing your fleet on connect.altec.com/login).

Service Parts Affected: Part number 970351336 replacement planetary rotation gearboxes purchased from Altec Parts from October 2020 to February 2021 for use on D2/3/4000B, D30XXE, and DHXXE Series digger derricks

Rotation Gearbox Brake Inspection

This Mandatory Action Bulletin requires immediate action.

Altec has been notified by its supplier that the retaining ring groove was incorrectly located in the motor adapter on some planetary rotation gearboxes. Improper location of the groove may cause the retaining ring to be not fully seated. The retaining ring can become dislodged due to improper seating. If this occurs, the gearbox brake can no longer hold the boom's rotational position, which could result in the boom rotating freely. **Death or serious injury will result from uncontrolled boom movement.**

This Mandatory Action Bulletin requires immediate inspection of the retaining ring depth in the motor adapter on affected units and on affected replacement gearboxes. Refer to the Inspection Procedure beginning on page 2. Nonconforming gearboxes must be removed from service and replaced within 30 days of the receipt of this MAB.

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 \$90 for the labor to perform the inspection and up to \$180 for the labor to perform the repair.

Call 1-877-GO ALTEC (1-877-462-5832) option 3 to schedule the work to be done by an Altec Mobile Service technician or option 2 to schedule the work to be done at an Altec facility. Customers are responsible for the travel costs of an Altec Mobile Service technician if the technician performs the inspection and/or repair at the owner's location.

Altec Use Only	
Inspection labor	1.0 hr
Repair labor	2.0 hr
Account #	010.0994.43151.347.0000.000
Travel	Not included
NHTSA code	98
Prime fail P/N	970351336
Doc ref	074900795

Altec Use Only			
Description	Part No.	Qty	Warranty
Motor gasket	041409237	1	Yes
Dowel pin, 3/16" OD x 2" long	991360707	1	Yes
Rotation gearbox replacement kit	991379785	1	Yes

Inspection Procedure

Normal mechanic's hand tools and the 3/16" x 2" long dowel pin, part number 991360707, included with this MAB or a 3/16" drill bit are required for this inspection. Read and understand all steps of the instructions before beginning the procedure.

1. If the rotation gearbox is installed on a unit, proceed to step 2. If the gearbox is not installed on a unit, proceed to step 5.
2. Position the unit on a level surface. Apply the parking brake and turn off the engine. Remove the key from the ignition and secure it. Chock the wheels. Follow your employer's vehicle lockout/tagout procedure.
3. Locate the rotation gearbox on the rear of the turntable (refer to Figure 1).
4. Remove the two cap screws and washers retaining the motor to the gearbox. Do not disconnect the hoses from the motor. Remove the motor and place it next to the gearbox. Keep the fasteners for reuse. Proceed to step 7.
5. Support the gearbox securely in an upright position (refer to Figure 2).

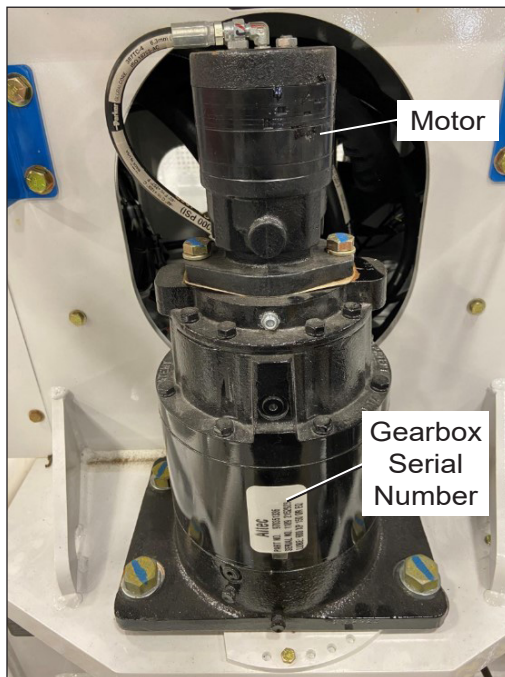


Figure 1 – Gearbox Installed on Unit



Figure 2 – Uninstalled Gearbox

6. Remove the two cap screws and washers retaining the cover plate and lifting eye to the gearbox. Remove the cover plate and lifting eye. Keep the removed parts for reuse.
7. Locate the retaining ring in the recess on top of the motor adapter (refer to Figure 3).

8. Place the end of the $\frac{3}{16}$ " x 2" long dowel pin included with this MAB or the flat end of a $\frac{3}{16}$ " drill bit on top of the widest portion of the retaining ring 180 degrees from the gap between the lugs, with the side of pin or bit against the wall of the internal bore in the motor adapter (refer to Figure 4).
- If the OD of the dowel pin or drill bit overhangs the ID of the retaining ring, the retaining ring is fully seated (refer to Figure 5). This indicates the gearbox is conforming according to the design specifications.
 - If the ID of the retaining ring extends beyond the OD of the dowel pin or drill bit, the retaining ring is not fully seated (refer to Figure 6). This indicates the gearbox is nonconforming according to the design specifications.

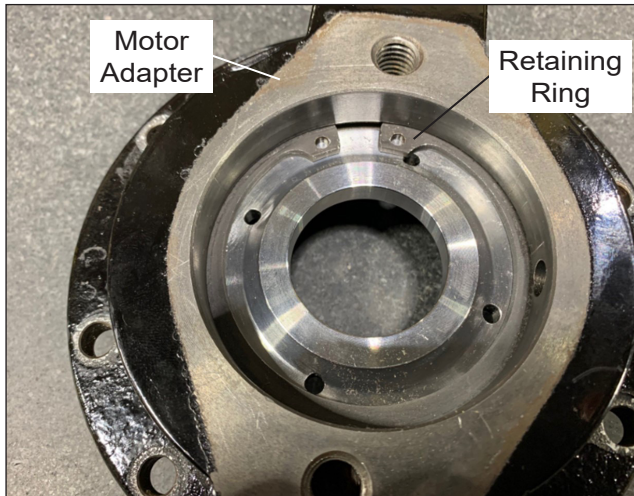


Figure 3 – Locating Retaining Ring

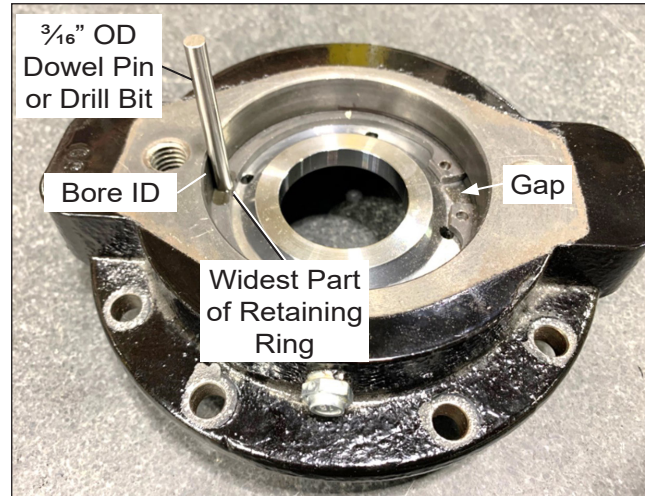


Figure 4 – Positioning Dowel Pin or Drill Bit

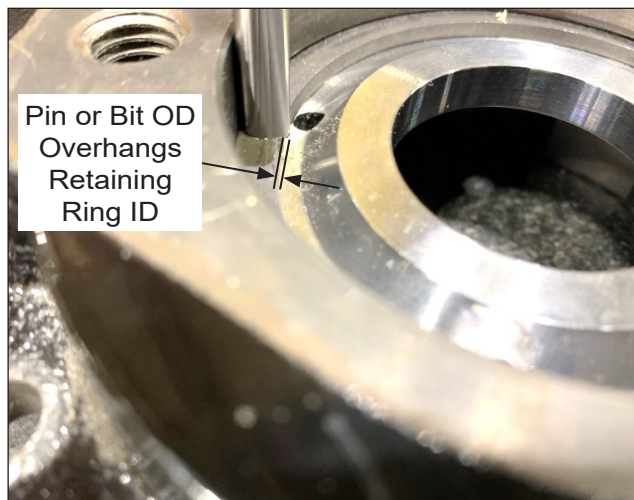


Figure 5 – Conforming Retaining Ring

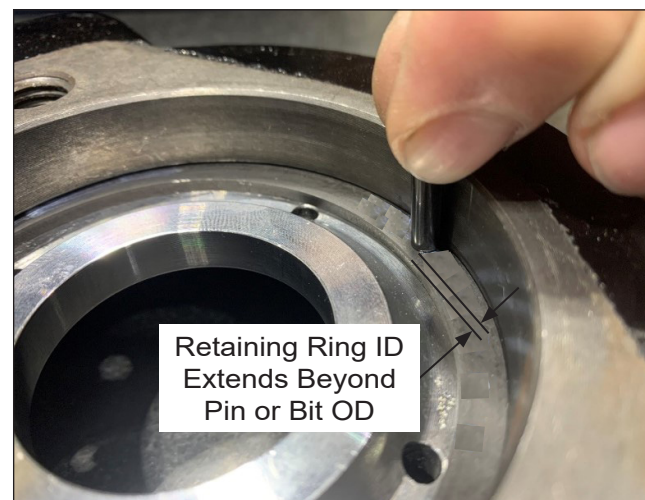


Figure 6 – Nonconforming Retaining Ring

9. Review the inspection results and take the specified action.

- If the gearbox is conforming, perform steps a through f shown below.
 - a. Reinstall the motor or the cover plate and lifting eye on the gearbox using the original fasteners. Use the original gasket if it is not damaged, or discard it and use the new gasket included with this MAB if the original one is damaged.
 - b. If the gearbox is installed on a unit, put the unit back into service.
 - c. If the gearbox is not installed on a unit, mark it or tag it as “OK per MAB 827” along with the inspection date.
 - d. Make note of the gearbox serial number located on the side of the gearbox (refer to Figures 1 and 2).
 - e. If the gearbox is installed on a unit, make note of the unit serial number located on the derrick capacity placard near the lower controls (refer to Figure 12).
 - f. Complete the Inspection Sheet at the end of the MAB and return it to Altec.
- If the gearbox is nonconforming, perform steps a through g shown below.
 - a. Reinstall the motor or the cover plate and lifting eye on the gearbox using the original fasteners.
 - b. If the gearbox is installed on a unit, take the unit out of service.
 - c. If the gearbox is not installed on a unit, mark it or tag it as “DO NOT USE per MAB 827” along with the inspection date.
 - d. Make note of the gearbox serial number located on the side of the gearbox (refer to Figures 1 and 2).
 - e. If the gearbox is installed on a unit, make note of the unit serial number located on the derrick capacity placard near the lower controls (refer to Figure 12).
 - f. Email centralpartsreturn@altec.com with the subject line as “MAB 827”. Include the gearbox serial number and the unit serial number, if applicable, in the body of the email. If you are unable to email this information, call Focused Warranty at 816-676-3535.
 - g. Parts Central Return will provide further instructions on what to do with the nonconforming gearbox and how to obtain a replacement.
 - h. Do not complete the Inspection Sheet at the end of the MAB. A separate reply card will be provided with the replacement gearbox to document the completion of the MAB.

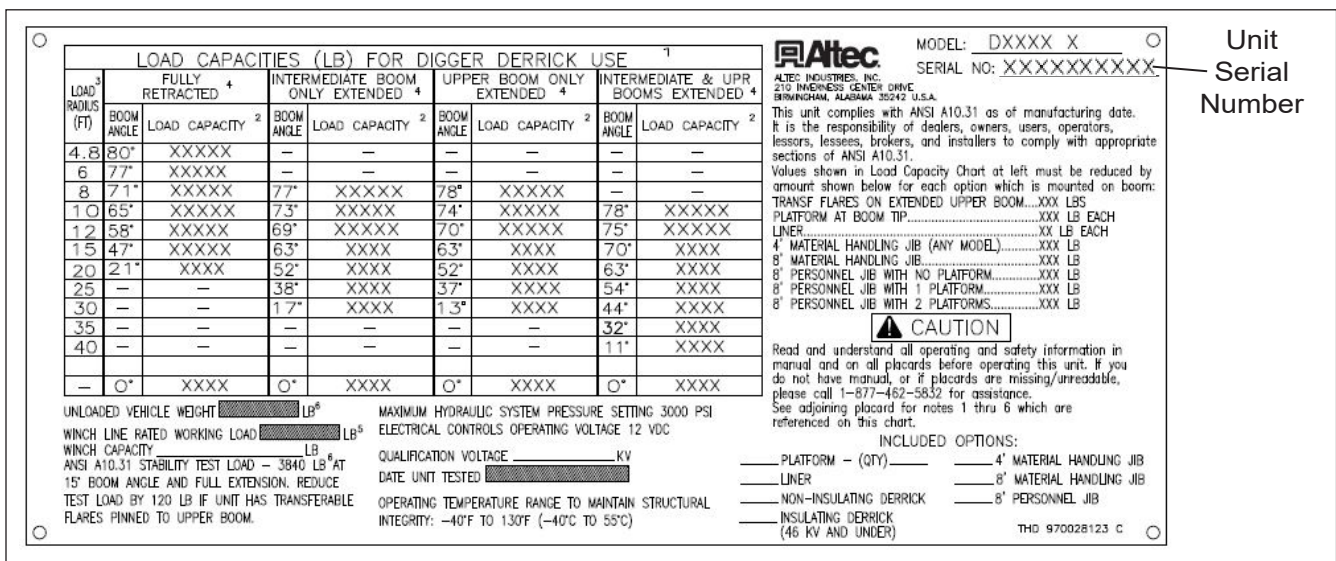


Figure 12 – Derrick Capacity Chart

MAB 827 Rotation Gearbox 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	Gearbox 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.