



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-548

September 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 certain AA/AN and AN-OC series aerial devices built from March 2020 to November 2020. These units may have a leveling sprocket with poor quality weld. Weld failure could cause the platform to tip. If the platform tips with an operator not wearing the required fall protection equipment, the operator could fall from the platform. **Death or serious injury can result from a fall from the platform.**

In order to determine if your unit is affected by this CSN, compare the serial number of your unit with the list of affected units attached to the notice. Refer to attached notice for the items covered under the warranty policy. 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 5½ 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.  
Midwest Operations  
St. Joseph, MO

CSN 828

# Customer Service Notice

September 16, 2021

Units Affected: AA/AN and AN-OC series aerial devices built from March 2020 to November 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](https://connect.altec.com/login))

## Elbow Leveling Sprocket Inspection

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

The leveling sprocket weldment in the elbow of the affected units is purchased from more than one manufacturer. Altec has discovered that the sprocket weldments provided by one supplier may have poor quality welds between the sprockets and the hub. A sprocket can turn freely on the hub if its weld fails, resulting in uncontrolled platform leveling. If the platform tips with an operator not wearing the required fall protection equipment, the operator could fall from the platform. **Death or serious injury can result from a fall from the platform.**

Altec requires the elbow leveling sprocket weldment to be inspected on each unit to verify the manufacturer and determine whether the sprocket must be repaired or replaced. This must be done no later than 30 days from the receipt of this CSN. Use the Inspection Procedure beginning on page 2.

If the inspection determines that the sprocket was supplied by the manufacturer in question, inspection of the welds is prescribed. Order the specified kit based on the result of the weld inspection, and install it upon receipt.

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. The sprocket replacement requires a hoist and sling rated for 4,000 pounds, and up to 1,200 pounds of test load for a structural test. 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 the inspection, up to \$45 for the labor to install the sprocket retainer kit, and up to \$405 for the labor to replace the sprocket. Altec will allow an additional \$90 for the labor to remove and reinstall the hose retainer assembly, if equipped, during the inspection or repair of an AN-OC series unit.

Altec Use Only	
Inspection labor	0.5 hr (AA/AN), 1.5 hr (AN-OC)
Repair labor, retainer kit	0.5 hr (AA/AN), 1.5 hr (AN-OC)
Repair labor, sprocket kit	4.5 hr (AA/AN), 5.5 hr (AN-OC)
Account #	010.1093.43151.447.0000.000
Travel	Not included
NHTSA code	16
Prime fail P/N	970346819, 970236795
Doc ref	074900791, 074900798

Altec Use Only			
Parts Kit	Part No.	Qty	Warranty
Elbow sprocket retainer kit	991370742	1	Yes
Elbow sprocket replacement kit, AA/AN Series	991381820	1	Yes
Elbow sprocket replacement kit, AN-OC Series	991381821	1	Yes

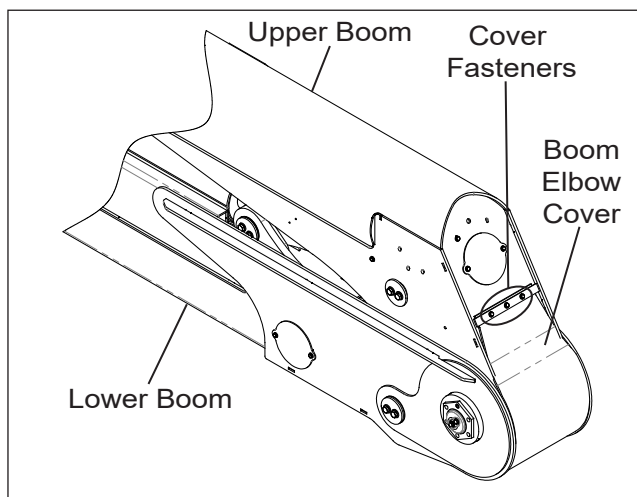
Call 1-877-GO ALTEC (1-877-462-5832) option 3 to schedule the work to be done by an Altec Mobile Service technician or option 2 to schedule the work to be done at an Altec facility. Customers are responsible for the travel costs of an Altec Mobile Service technician if the technician performs the inspection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

### Inspection Procedure

Normal mechanic's hand tools, a flashlight, mirror, and step ladder or rolling stairs are required for this inspection. On an AN-OC series unit, the upper boom may need to be unfolded to 70 degrees for the last part of the inspection. Read and understand all steps of the instructions before beginning the procedure.

### Setup

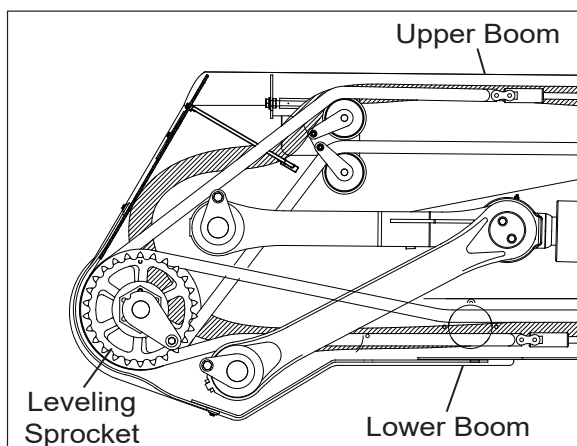
1. Position the unit on a level surface. Apply the parking brake, and turn off the engine. Remove the key from the ignition, and secure it following your employer's vehicle lockout/tagout procedure. Chock the wheels.
2. Determine whether the aerial device is an AA series, AN series, or AN-OC series unit. The model number is shown on the serial number placard on the side of the pedestal.
3. Remove the three fasteners along the top edge of the boom elbow cover (refer to Figure 1), and allow the cover to hang down. Keep the fasteners for reuse.



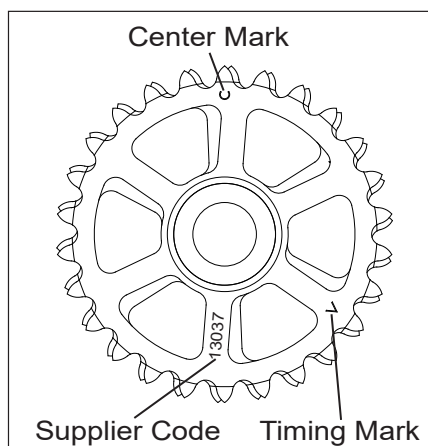
**Figure 1 – Opening Boom Elbow Cover**

### Identifying Supplier Code

4. Locate the leveling sprocket weldment in the boom elbow (refer to Figure 2). Using a flashlight, if necessary, look for the five-digit supplier code number stamped on the street side of the sprocket on the spoke opposite from the center mark (refer to Figure 3)
  - If the supplier code is 13037 or if it cannot be identified, proceed to step 5.
  - If the supplier code is 50605 or 55843, the inspection is complete. Reattach the top edge of the boom elbow cover to the upper boom using the original fasteners. Put the unit back into service. Complete the Inspection Sheet at the end of the CSN and return it to Altec.



**Figure 2 – Boom Elbow Components**



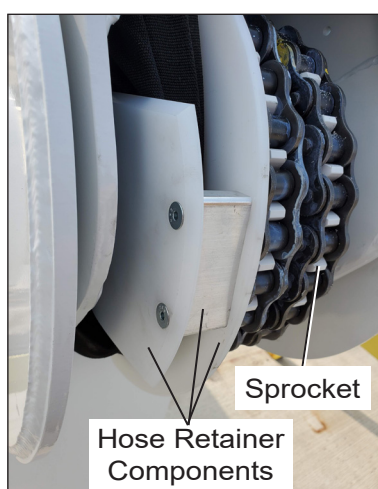
**Figure 3 – Sprocket Markings**

### Checking AN-OC Unit for Hose Retainer

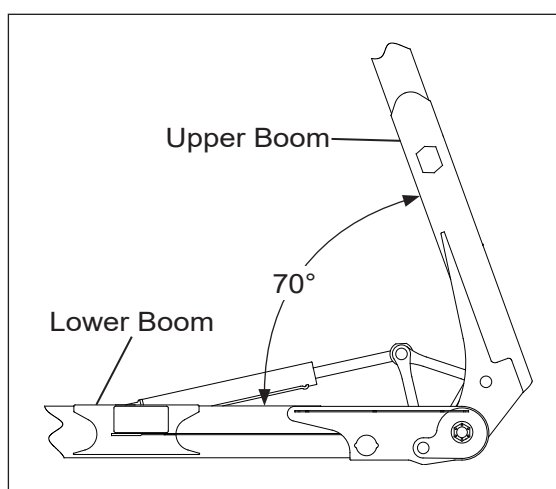
5. For an AN-OC series unit, proceed to step 6. For an AA series or AN series unit, proceed to step 13.
6. Look into the end of the elbow to determine if the boom is equipped with a hose retainer assembly attached to the sprocket (refer to Figure 4).
  - If the boom has a hose retainer assembly, proceed to step 7.
  - If the boom does not have a hose retainer assembly, proceed to step 13.

### Removing Hose Retainer on AN-OC Unit

7. Confirm whether there is sufficient overhead clearance to unfold the upper boom to 70 degrees (refer to Figure 5). If necessary, move the unit to a suitable level surface with adequate vertical clearance. Apply the parking brake, and chock the wheels.

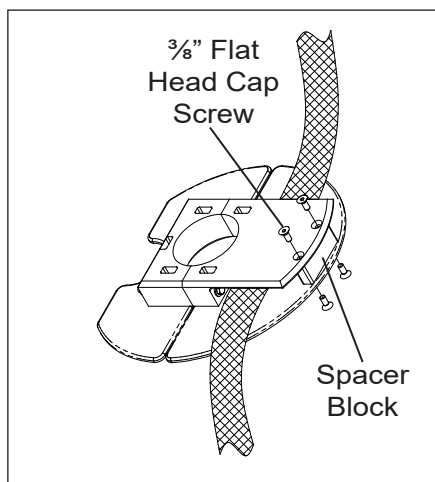


**Figure 4 – Hose Retainer**

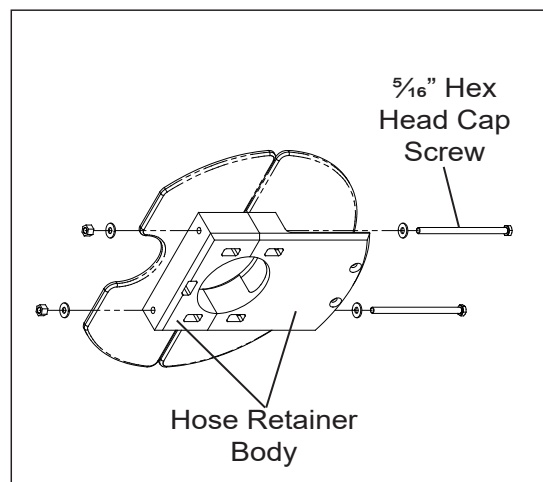


**Figure 5 – Unfolding Upper Boom**

8. Start the engine, engage the unit's hydraulic system, and properly set the outriggers.
9. With the lower boom fully stowed, use the lower controls to unfold the upper boom to approximately 70 degrees.
10. Disengage the unit's hydraulic system, and turn off the engine.
11. Remove the four  $\frac{3}{8}$ " flat head cap screws attaching the spacer block to the hose retainer body, and remove the spacer block (refer to Figure 6).



**Figure 6 – Removing Spacer Block**

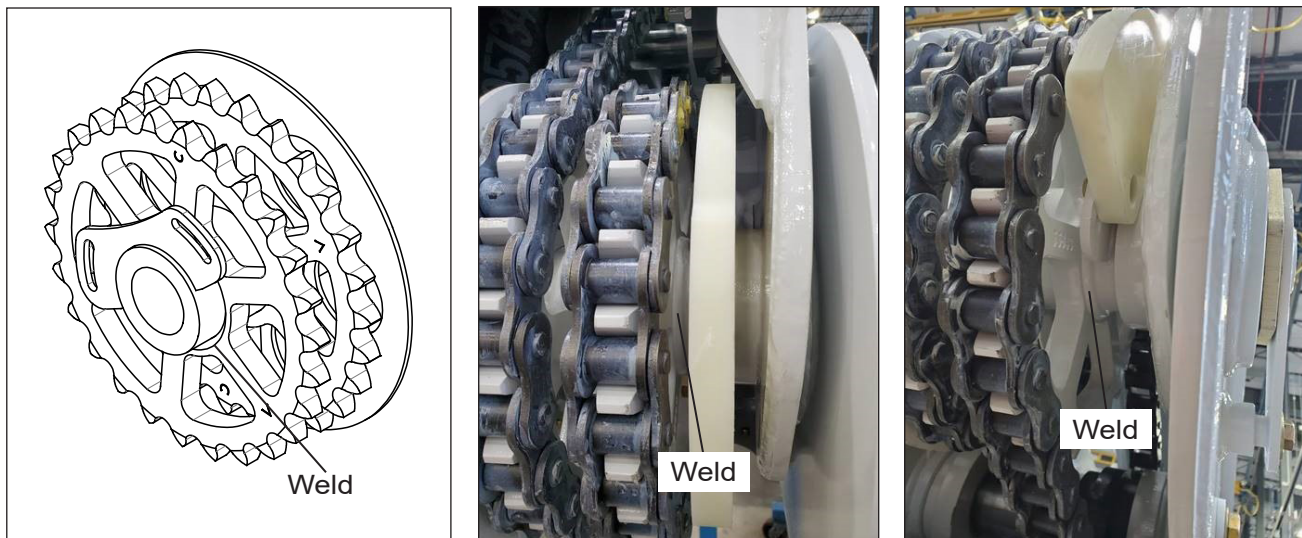


**Figure 7 – Removing Hose Retainer Body**

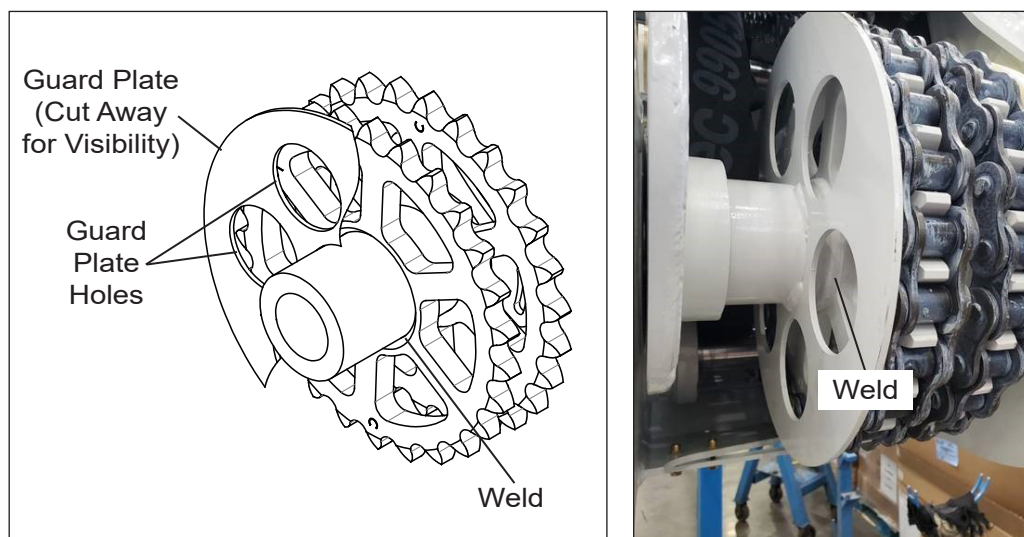
12. Remove the two sets of  $\frac{5}{16}$ " fasteners holding the halves of the hose retainer body together, and remove the hose retainer body (refer to Figure 7). Keep the hose retainer components and fasteners for reuse.

### ***Inspecting Welds***

13. Using a flashlight and a mirror as required, attempt to visually inspect the weld all around the hub on the street side of the leveling sprocket for any cracks (refer to Figure 8). Repeat this for the weld on the curb side of the sprocket, looking through the holes in the guard plate (refer to Figure 9).
  - If the weld could be fully inspected 360 degrees around the hub on both sides and a hose retainer was removed from the elbow, proceed to step 19.
  - If the weld could be fully inspected 360 degrees around the hub on both sides and a hose retainer was not removed from the elbow, proceed to step 22.
  - If the weld could not be fully inspected 360 degrees around the hub, use a felt tip marker to mark what portion of each weld was inspected, and proceed to step 14.



**Figure 8 – Inspecting Weld on Street Side of Sprocket**



**Figure 9 – Inspecting Weld on Curb Side of Sprocket**



### ***Rotating Sprocket for Further Weld Inspection***

14. Start the engine, and engage the unit's hydraulic system. Properly set the outriggers if they have not already been set. Use the lower controls to unfold the upper boom far enough out of the rest to provide adequate clearance below the platform so it can be fully tilted without interfering with any unit structures.
15. Using the upper controls, engage the upper control interlock, lift up on the platform tilt control interlock, and move the platform tilt control to fully tilt the platform. This will rotate the sprocket in the elbow for further inspection. Disengage the unit's hydraulic system and turn off the engine.
16. Using a flashlight and a mirror as required, visually inspect the remaining portions of the welds around the hub on both sides of the sprocket that could not be seen previously based on the markings made in step 13.
17. Start the engine, and engage the unit's hydraulic system. Using the upper controls, engage the upper control interlock, lift up on the platform tilt control interlock, and move the platform tilt control to tilt the platform back to the working position.
18. Using the lower controls, ensure the lower boom is stowed. Position the upper boom as described below.
  - If a hose retainer was removed from the elbow, unfold the upper boom to approximately 70 degrees. Disengage the unit's hydraulic system, turn off the engine, and proceed to step 19.
  - If the elbow was not equipped with a hose retainer, stow the upper boom. Retract the outriggers, disengage the unit's hydraulic system, turn off the engine, and proceed to step 22.

### ***Installing and Testing Hose Retainer on AN-OC Unit***

19. Reinstall the hose retainer assembly using the original fasteners.
20. Start the engine, and engage the unit's hydraulic system. Operate the upper and lower booms using the lower controls to check for proper operation of the hose retainer assembly. Make any necessary corrections.
21. Use the lower controls to stow the booms. Retract the outriggers, disengage the unit's hydraulic system, and turn off the engine.

### ***Completion***

22. Reattach the top edge of the boom elbow cover to the upper boom using the original fasteners.
23. Review the inspection results from steps 13 and 16.
  - If there are no visible weld crack(s) on the sprocket, put the unit back into service. Call 1-877-GO ALTEC (1-877-462-5832) option 1 to order the Elbow Sprocket Retainer Kit, part number 991370742. Do not complete the Inspection Sheet at the end of the CSN. A separate reply card will be provided with the kit to document the completion of the CSN. Install the kit upon receipt.

- If there are visible weld crack(s) on the sprocket, take the unit out of service. Call 1-877-GO AL-TEC (1-877-462-5832) option 1 to order the Elbow Sprocket Replacement Kit. This is part number 991381820 for an AA or AN series unit or part number 991381821 for an AN-OC series unit. Do not complete the Inspection Sheet at the end of the CSN. A separate reply card will be provided with the kit to document the completion of the CSN. Install the kit upon receipt.

# CSN 828 Elbow Leveling Sprocket 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/](http://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](mailto: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.