



210 Inverness Center Parkway
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-559

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 D3050H, D3055H, D3060H, DH45H, DH48H, DH50H, and DT65H Series digger derricks with full view lower controls. These units have some controls that can be unintentionally operated. Unintended operation can possibly cause loss of load control resulting in death or serious injury.

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 one hour 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.



Customer Service Notice

September 16, 2021

Units Affected: D3050H, D3055H, D3060H, DH45H, DH48H, DH50H, and DT65H Series digger derricks with full view lower controls built from August 2015 through July 2021 (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)

Full View Control Pod Modification

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

The left control pod on the full view lower controls contains a two-axis hand control used for operating the pole guide functions. This is located near the three single-axis hand controls used for operating the upper boom, winch, and digger functions (refer to Figure 1). Altec has discovered that the operator’s forearm could inadvertently move the pole guide control when operating one or more of the single-axis controls. This can cause unintended operation of the pole guide tilt or tong functions, resulting in loss of control of a pole during pole handling. **Death or serious injury can result from loss of load control.**

Altec has designed a guard to prevent unintended operation of the pole guide hand control. Altec requires the installation of this guard on the affected units no later than 30 days after receiving this CSN. Call 1-877-GO ALTEC (1-877-462-5832) option 1 to order the LH Pod Guard Kit, part number 991366234. Install the kit upon receipt.

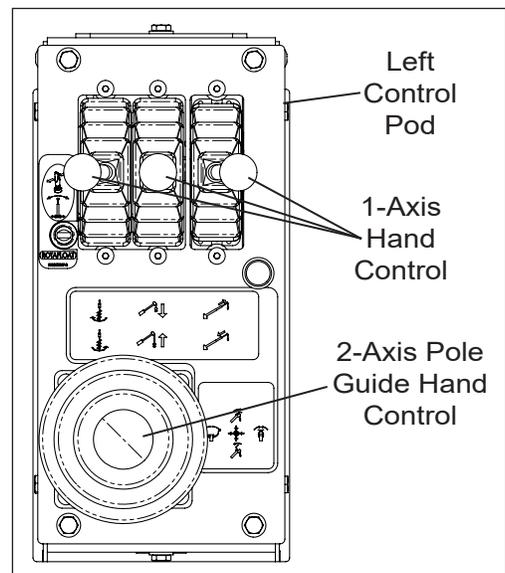


Figure 1 – Pole Guide Control Location

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 the repair.

Altec Use Only	
Inspection labor	0.0 hr
Repair labor	1.0 hr
Account #	010.1096.43151.401.0000.000
Travel	Not included
NHTSA code	98
Prime fail P/N	N/A
Doc ref	074900792

Altec Use Only			
Parts Kit	Part No.	Qty	Warranty
LH pod guard kit	991366234	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 repair at the owner's location.