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## IMPORTANT SAFETY RECALL

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

NHTSA Safety Recall  
No. 21V-709

September 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 an upper boom cylinder on certain AM50/55/60E aerial devices. This can cause the cylinder rod to fail, resulting in uncontrolled upper boom movement. **Death or serious injury will result from uncontrolled boom movement.**

In order to determine if your fleet is affected by this MAB, compare the serial number of your unit with the list of affected units attached to the notice. Refer to the attached notice for the items covered under the warranty policy. Parts may not be immediately available due to supplier backorder. The inspection can be performed by the customer. The repair must be performed by Altec. Contact Altec at 1-877-GO-ALTEC (1-877-462-5832) for further assistance. The inspection is expected to take about 15 minutes, and the repair is expected to take 4.5 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

MAB 834

# MANDATORY ACTION BULLETIN

September 30, 2021

Units Affected: Certain AM50/55/60E aerial devices units built in October 2017 and from January to June 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](http://connect.altec.com/login))

## Upper Boom Cylinder Inspection

**This Mandatory Action Bulletin requires immediate action.**

Altec has been notified by its supplier that the cylinder rod threads were machined incorrectly on some upper boom cylinders on the affected units. The improper machining may cause the rod to fail, resulting in uncontrolled upper boom movement. **Death or serious injury will result from uncontrolled boom movement.**

This Mandatory Action Bulletin requires immediate inspection of the serial number on the bottom upper boom cylinder to determine if the cylinder is from one of the Lots potentially having improper machining. Use the Inspection Procedure beginning on page 2. If the inspection confirms the cylinder is from a non-conforming Lot, the unit must be taken out of service until the cylinder is replaced.

This inspection and repair are covered under the Altec Warranty Policy. The inspection can be performed by Altec, the customer, or the customer's warranty provider. If the customer or the customer's warranty provider performs the inspection, a warranty claim must be submitted to be reimbursed for the cost of the labor. Altec will allow up to \$22.50 for the labor to perform the inspection. The repair must be performed by Altec. The repair requires the use of two overhead hoists with at least 1,750 pound and 400 pound capacity respectively. If adequate hoists are available at the customer's location, the repair can be done there by a Mobile Service technician. Otherwise, the repair must be performed at an Altec facility.

Call 1-877-GO ALTEC (1-877-462-5832) option 2 to schedule the replacement of the cylinder at an Altec facility, or option 3 to schedule it to be done by an Altec Mobile Service technician if adequate hoists are available at the owner's location. Customers are responsible for the travel costs of an Altec Mobile Service technician if the technician performs the work at the customer's location.

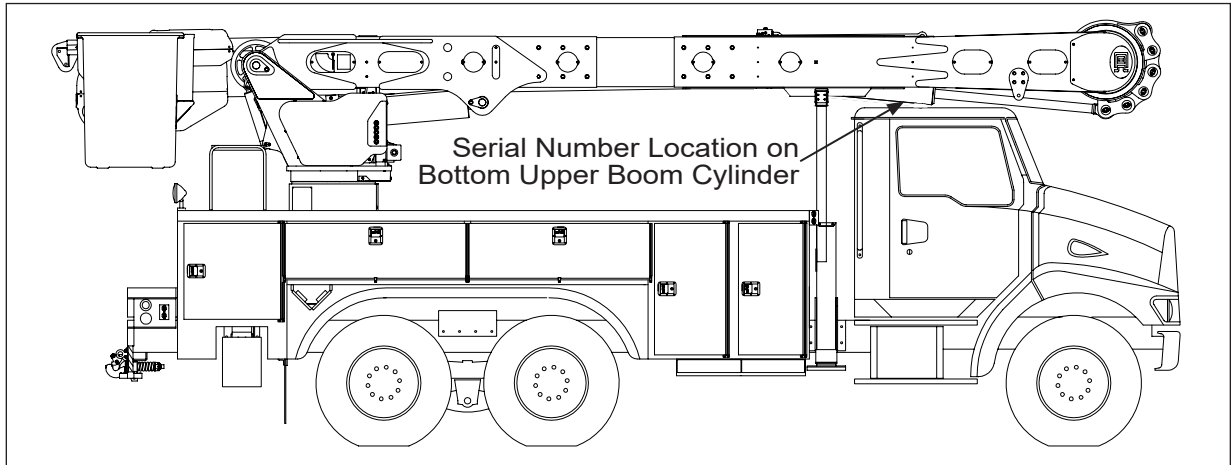
Altec Use Only	
Inspection labor	0.25 hr
Repair labor	4.0 hr
Account #	010.0393.43151.658.0000.000
Travel	Not included
NHTSA code	98
Prime fail P/N	970080778
Doc ref	991392231

Altec Use Only			
Parts Kit	Part No.	Qty	Warranty
Cylinder replacement kit	991392120	1	Yes

### Inspection Procedure

No tools are required for this inspection. A step ladder or rolling stairs with a working height of at least nine feet will be required for visual inspection of the bottom upper boom cylinder if it cannot be inspected while standing on the cab step. Read and understand all steps of the instructions before beginning the procedure.

1. Position the unit on a level surface, apply the parking brake, and chock the wheels. Engage the power take-off (PTO), and properly set the outriggers.
2. Locate the bottom upper boom cylinder (refer to Figure 1).



**Figure 1 – Cylinder to be Inspected**

3. Using the lower controls, unfold the upper boom enough to provide adequate clearance above components such as a platform rest, storage compartments, or steps to rotate the booms without interfering with the platform. Raise the lower boom slightly to provide adequate clearance above the lower boom rest to rotate the booms. Rotate the booms to place the bottom upper boom cylinder beyond one side of the cab so the bottom surface of this cylinder can be viewed. Fold the upper boom back into the upper boom rest if there is adequate clearance below the platform to do so.
4. Disengage the PTO, and turn off the engine. Remove the key from the ignition, and secure it following your employer’s vehicle lockout/tagout procedure.
5. Find the Altec logo and other identifying information engraved near the rod end of the cylinder on the bottom of the barrel (refer to Figures 1 and 2).



**Figure 2 – Cylinder Identification Example**

6. The supplier serial number is on the bottom line, and consists of three fields separated by hyphens (refer to Figure 2). Determine the batch number, contained in the middle field. If the paint on the cylinder makes the number difficult to read, sand on this area until the batch number can be verified.
7. Compare the batch number to the numbers 1169408, 1171117, 1174487, and 1176498, and take the specified action.
  - If the batch number does not match one of these four numbers, the cylinder is from a conforming Lot according to the design specifications. Perform steps a through d shown below.
    - a. Touch up the paint on the batch number if it was sanded off in step 6.
    - b. Start the engine, engage the PTO, stow the booms, and retract the outriggers.
    - c. Put the unit back into service.
    - d. Complete the Inspection Sheet at the end of the MAB and return it to Altec.
  - If the batch number matches one of these four numbers, the cylinder is from a nonconforming Lot according to the design specifications. Perform steps a through d shown below.
    - a. Start the engine, engage the PTO, stow the booms, and retract the outriggers.
    - b. Take the unit out of service.
    - c. Call 1-877-GO ALTEC (1-877-462-5832) option 2 to schedule the replacement of the cylinder at an Altec facility, or option 3 to schedule it to be done by an Altec Mobile Service technician if adequate hoists are available at the customer's location.
    - d. Do not complete the Inspection Sheet at the end of the MAB. Completion of the MAB will be documented when the cylinder is replaced.

# MAB 834 Upper Boom Cylinder 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.