Customer Outreach
PO Box 8338
Saint Joseph, MO 64508

product.safety@altec.com
connect.altec.com/login

Phone 1-877-GO ALTEC
Facsimile 1-877-659-9929

IMPORTANT SAFETY RECALL

This notice applies to your vehicle. Refer to the provided list.

NHTSA Recall Number: 21V-884 January 13, 2022

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 AT200A aerial devices built on Ford F450/F550 chassis from 2012 to 2016. This is to inform you that your vehicle may contain a defect that could affect the safety of a person. These units could develop cracks in the mounting frame. If not repaired, the cracking can lead to failure of the mounting frame, causing uncontrolled boom movement. **Death or serious injury can result from uncontrolled boom movement.**

Refer to the included notice for the items covered under the Altec Warranty Policy. If you had this repair performed before you received this notice, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. All work will be performed at no charge to the customer when presented for repair.

Compare your unit's identifying information with the provided list to verify your unit is affected. You may also contact Altec or view your fleet through Altec Connect to determine if there are any other outstanding notices.

The inspection and repair can be performed by the customer, or you may contact Altec for further assistance. The inspection is expected to take 30 minutes to complete. The repair is expected to take 6 hours to complete, and must be performed by a welder having the AWS D1.1 3G qualification for steel.

If you have sold or retired the unit, update the records through Altec Connect. 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.

We regret 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.

Mounting Frame Inspection

Units Affected: AT200A aerial devices built on Ford F450/F550 chassis from 2012 to 2016. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that cracking may occur in the side plates of the mounting frame on some affected units. If not repaired, the cracking can lead to failure of the mounting frame, causing uncontrolled boom movement. A kit must be installed to reinforce the mounting frame to prevent failure.

⚠ DANGER

Death or serious injury can result from uncontrolled boom movement. Cracking can lead to failure of the mounting frame, causing uncontrolled boom movement.

Customer Action: Inspect each unit for cracking in the mounting frame side plate no later than the next preventive maintenance interval or 60 days from the receipt of this CSN, whichever comes first. Use the Mounting Frame Identification Procedure beginning on page 2 to determine appropriate inspection procedure for each unit. Perform the specified inspection procedure and order and install the specified reinforcement kit, or schedule the inspection and kit installation to be performed by Altec.

Requirements: The inspection is estimated to take 30 minutes to complete. The repair is estimated to take 6 hours to complete. All welds must be applied by a welder having the AWS D1.1 3G qualification for steel. Depending on the inspection results, the unit will be affected as described below.

- Unit can remain in service; kit must be installed within one year of inspection.
- Unit can remain in service; kit must be installed within 60 days of inspection.
- Unit must be removed from service until kit is installed.

Completion and Warranty: The inspection and repair are covered under the Altec Warranty Policy and can be performed by Altec, the customer, or the customer's warranty provider. An Altec Mobile Service technician can perform this inspection but is not able to perform this repair. 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 and up to $540 for the labor to perform the repair. Customers are responsible for the travel costs of an Altec Mobile Service technician if the technician performs the inspection at the owner's location.

Altec Contact Info:
Altec Connect: connect.altec.com/login
Phone: 1-877-GO ALTEC (1-877-462-5832) | Options: 1 - Parts; 2 - Shop Service; 3 - Mobile Service; 4 - Technical Support; 5 - Global Rental Service Request; 6 - Chassis Repair

Altec Use Only	
Inspection labor	0.5 hr
Repair labor	6.0 hr
Account #	010.0557.43151.000.9189.000
Travel	Not included
NHTSA code	16
Prime fail P/N	970359173, 970370318
Doc ref	074900799

Altec Use Only			
Description	Part No.	Qty	Warranty
Mounting frame A reinforcement kit	991429525	1	Yes
Mounting frame B reinforcement kit	991440790	1	Yes

Released: January 13, 2022

Mounting Frame Identification Procedure

Use this procedure to identify which of two possible types of mounting frame is installed on the unit. No tools are required for this procedure. 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 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. Find the generator located on the street side of the chassis directly behind the driver's door (refer to Figure 1).

3. Use the following criteria to identify which type of mounting frame is installed on the unit.
   - Mounting frame A major identifiable features (refer to Figure 1):
     – The generator slide rails are attached to the outboard sides of the mounting frame cross members.
     – The generator slide end plate has a pull slot.

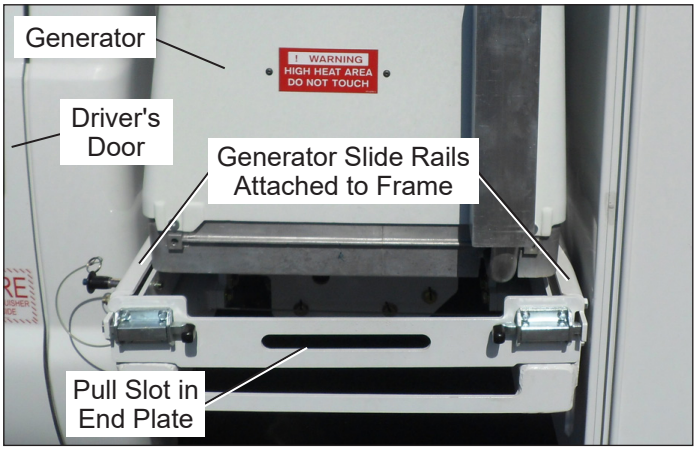

Figure 1 — Mounting Frame A Features

   - Mounting frame B major identifiable features (refer to Figure 2):
     – The generator slide rails are attached to the body rather than to the mounting frame.
     – The generator slide end plate has an attached handle.
     – The mounting frame has vertical stiffener bars welded on the end.

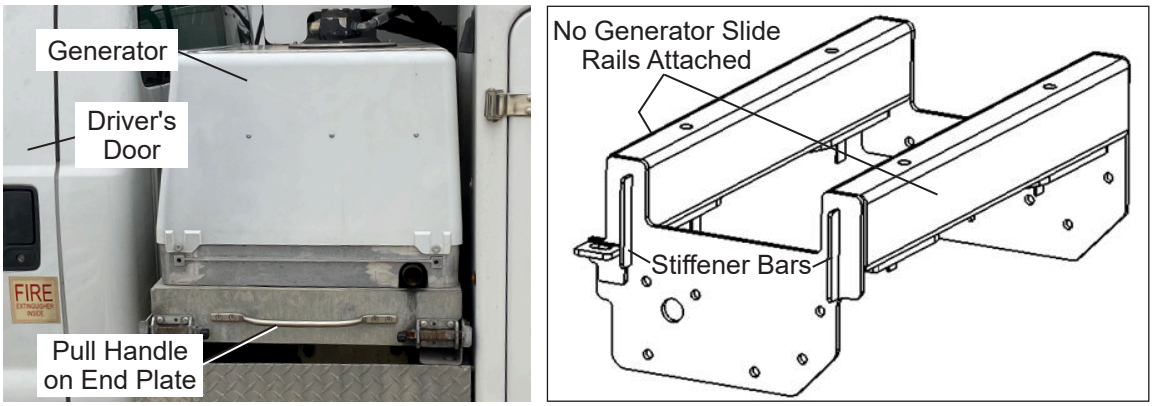

Figure 2 — Mounting Frame B Features

4. Proceed to the inspection procedure corresponding to the mounting frame type identified in step 3.
   - If the unit has mounting frame A, proceed to the Mounting Frame A Inspection Procedure on page 4.
   - If the unit has mounting frame B, proceed to the Mounting Frame B Inspection Procedure on page 7.
   - If the unit does not have either mounting frame A or mounting frame B, call 1-270-505-1532 to speak to Telecom Product Support or email Telecom.Product.Support@altec.com to obtain further direction.

Mounting Frame A Inspection Procedure

Normal mechanic's hand tools, a flashlight, a tape measure, and a wire brush are required for this inspection. 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 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. Find the mounting frame under the vehicle (refer to Figure 3).

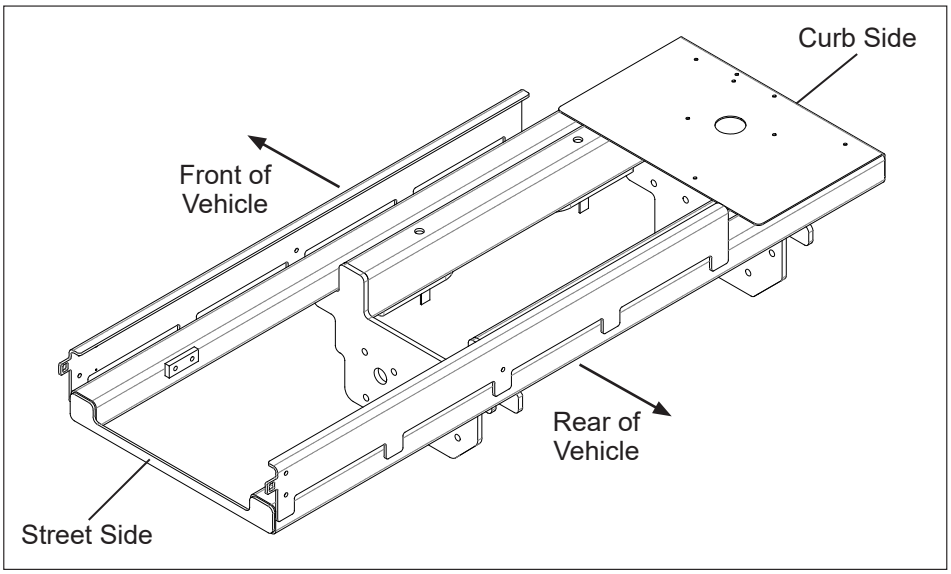

Figure 3 — Mounting Frame

3. Using a wire brush, remove any paint and rust from the side plates in inspection areas A and B on the street side (refer to Figure 4) and inspection areas C and D on the curb side (refer to Figure 5).

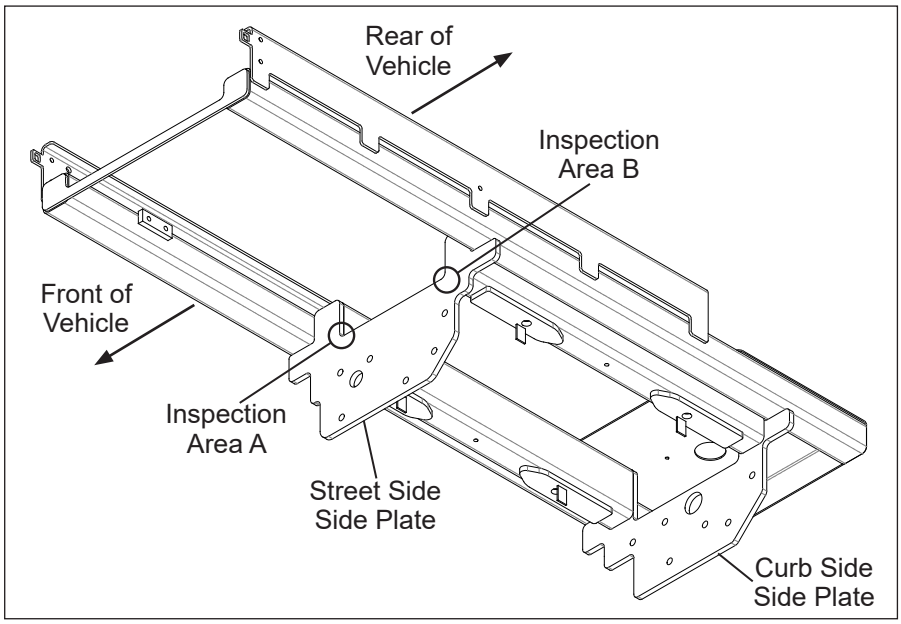

Figure 4 — Inspection Areas A and B Locations

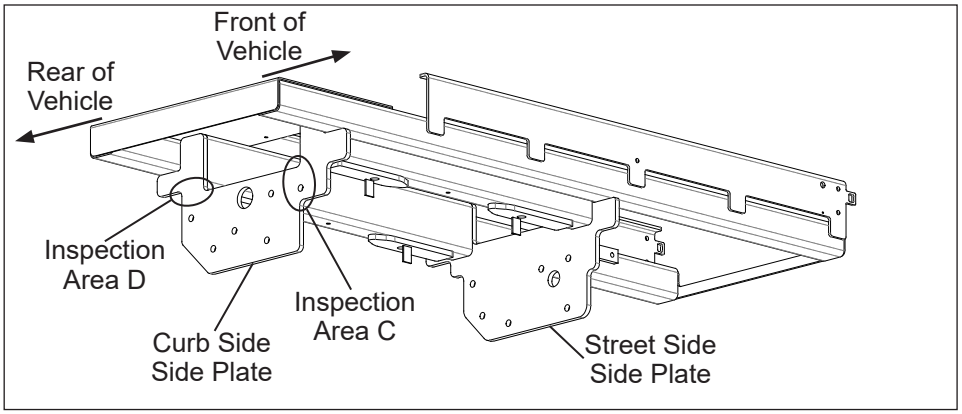

Figure 5 — Inspection Areas C and D Locations

4. Using a flashlight, visually inspect for any cracking in the steel side plates in the cross-hatched areas shown in Figure 6 for the street side and in Figure 7 for the curb side.

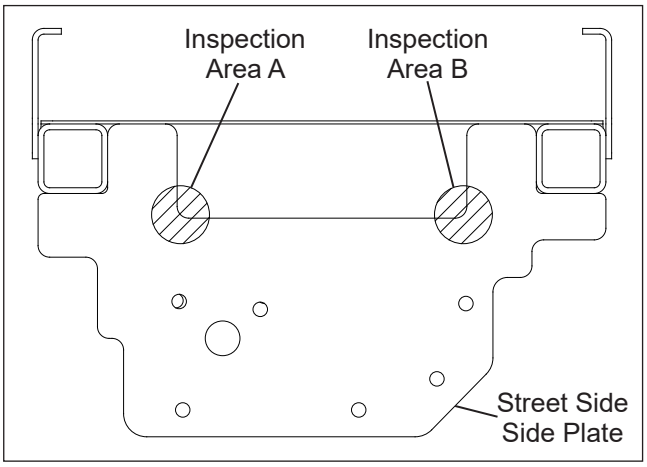

Figure 6 — Inspection Areas A and B Details

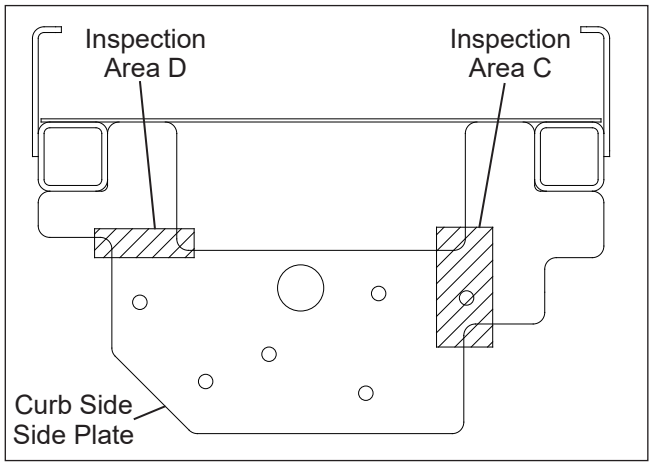

Figure 7 — Inspection Areas C and D Details

5. If cracking is present, determine the extent of the damage as defined below.
   - No cracking means no visible cracking at all in the plate (refer to Figure 8).
   - Partial cracking means a visible crack anywhere in the narrow section that extends only part way across the width or part way through the thickness of the plate (refer to Figure 9). Partial cracking may consist of one or more cracks.
   - Full cracking means a visible crack across the full width of the narrow section extending through the full thickness of the plate and causing the complete separation of the material (refer to Figure 10).

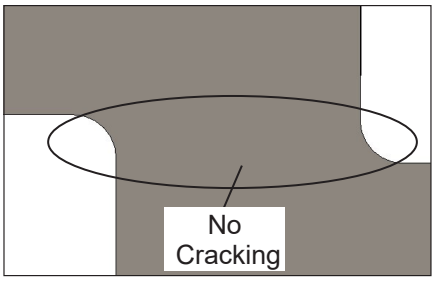

Figure 8 — No Cracking Example

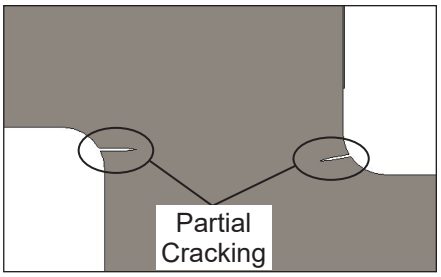

Figure 9 — Partial Cracking Example

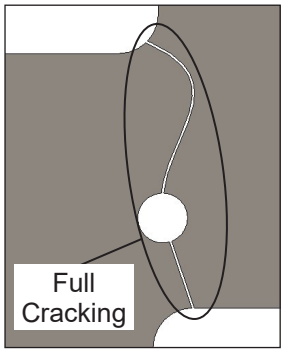

Figure 10 — Full Cracking Example

6. Review the inspection results, and take the appropriate action described below. If use of a reinforcement kit is specified, the Mounting Frame A Reinforcement Kit, part number 991429525, is required.
   - If there is no cracking in any inspection area, put the unit back into service. Order the reinforcement kit and install it within one year of the inspection, or schedule the installation of the reinforcement kit by Altec within one year of the inspection.
   - If there is partial cracking, determine the extent of the cracking in each inspection area by measuring the length(s) of the cracking.
     - If the total length of cracking is less than ¾" <u>in each</u> inspection area, put the unit back into service. Order the reinforcement kit and install it within 60 days of the inspection, or schedule the installation of the reinforcement kit by Altec within 60 days of the inspection.
       – Example 1: Inspection found no cracks in Areas A and C, a ½" long crack in Area B, and two cracks in Area D (refer to Figure 11). The total length of cracking in Area D is the sum of the lengths of the two cracks, ⅜" + ¼" = ⅝". Since the total length of cracking is less than ¾" in each inspection area, put the unit back into service, and install the reinforcement kit within 60 days of the inspection.
     - If the total length of cracking <u>in any</u> inspection area is ¾" or more, take the unit out of service. Order and install the reinforcement kit, or schedule the installation of the reinforcement kit by Altec. The vehicle can still be driven, but the aerial device cannot be used until the mounting frame is repaired.
       – Example 2: Inspection found no cracks in Areas A, B, and C, and two cracks in Area D (refer to Figure 12). The total length of cracking in Area D is the sum of the lengths of the two cracks, 7⁄16" + 5⁄16" = ¾". Since the total length of cracking is ¾" in this area, the unit must be taken out of service. The vehicle can still be driven, but the aerial device cannot be used until the mounting frame is repaired.

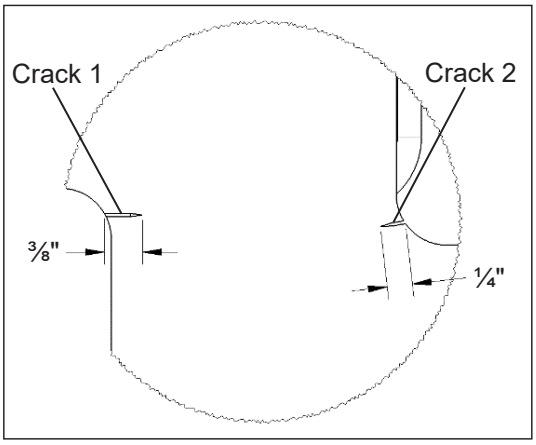

Figure 11 — Partial Cracking, Example 1

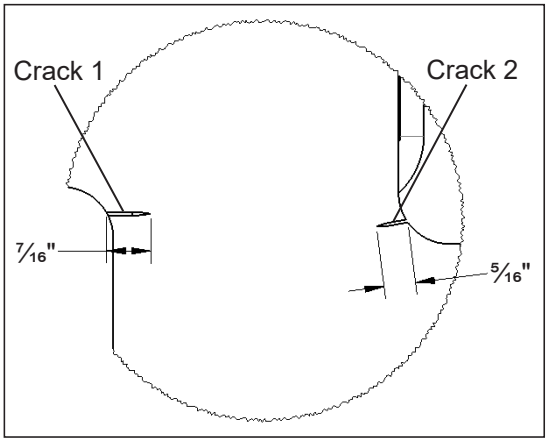

Figure 12 — Partial Cracking, Example 2

   - If there is full cracking in any inspection area, take the unit out of service. The vehicle can still be driven, but the aerial device cannot be used until the mounting frame is repaired. Contact Telecom Product Support by calling 1-270-505-1532 or emailing Telecom.Product.Support@altec.com to obtain further instructions on how to repair the mounting frame with full cracking.

Mounting Frame B Inspection Procedure

Normal mechanic's hand tools, a flashlight, a tape measure, and a wire brush are required for this inspection. 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 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. Find the mounting frame under the vehicle (refer to Figure 13).

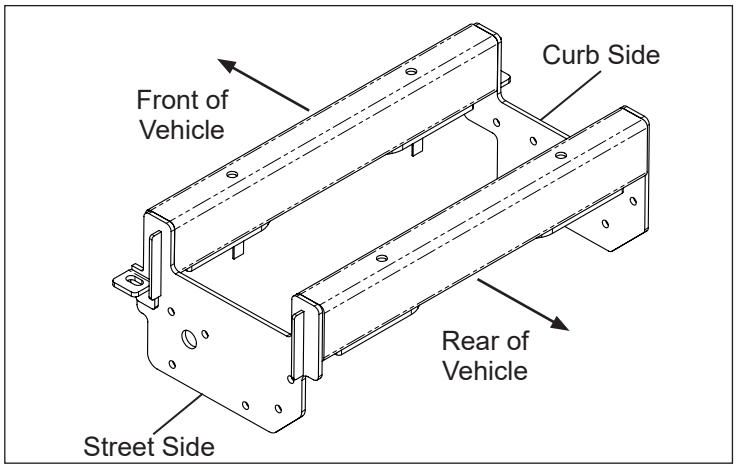

Figure 13 — Mounting Frame

3. Using a wire brush, remove any paint and rust from the side plates in inspection areas A and B on the street side (refer to Figure 14) and inspection areas C, D, and E on the curb side (refer to Figure 15).

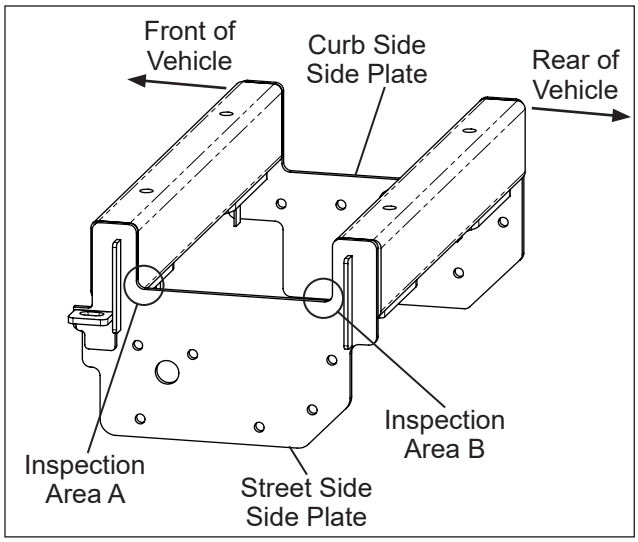

Figure 14 — Inspection Areas A and B Locations

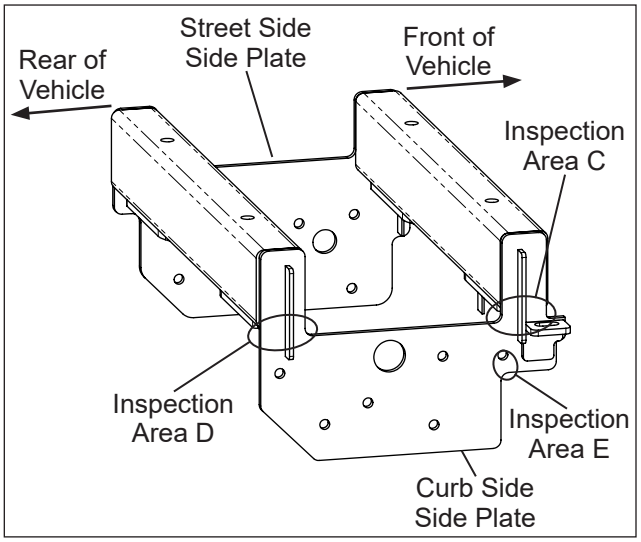

Figure 15 — Inspection Areas C, D, and E Locations

4. Using a flashlight, visually inspect for any cracking in the steel side plates in the cross-hatched areas shown in Figure 16 for the street side and in Figure 17 for the curb side.

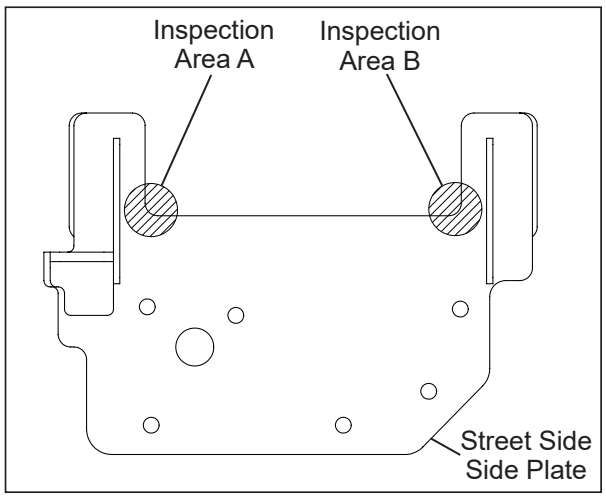

Figure 16 — Inspection Areas A and B Details

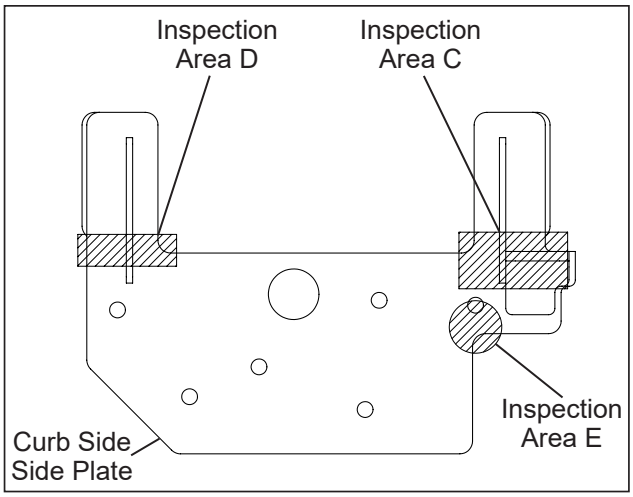

Figure 17 — Inspection Areas C, D, and E Details

5. If cracking is present, determine the extent of the damage as defined below.
   - No cracking means no visible cracking at all in the plate (refer to Figure 18).
   - Partial cracking means a visible crack anywhere in the narrow section that extends only part way across the width or part way through the thickness of the plate (refer to Figure 19). Partial cracking may consist of one or more cracks.
   - Full cracking means a visible crack across the full width of the narrow section extending through the full thickness of the plate and causing the complete separation of the material (refer to Figure 20).
   - Terminated cracking means a crack in Area E that extends from the inside corner in the lower edge of the side plate toward the mounting hole or all the way to the mounting hole (refer to Figure 21). If there is cracking extending in any other direction in Area E, include it in the partial cracking assessment for Area C.

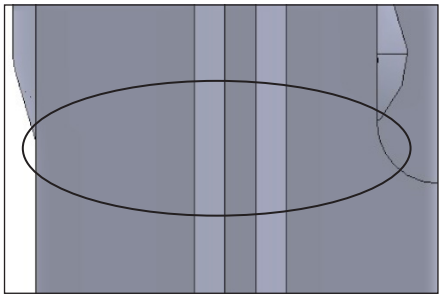

Figure 18 — No Cracking Example

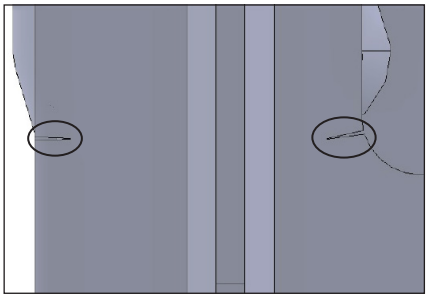

Figure 19 — Partial Cracking Example

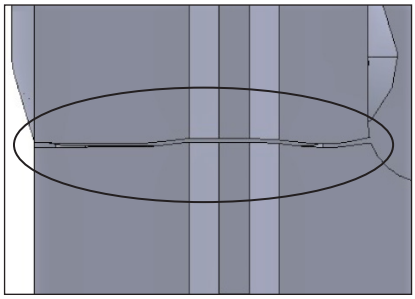

Figure 20 — Full Cracking Example

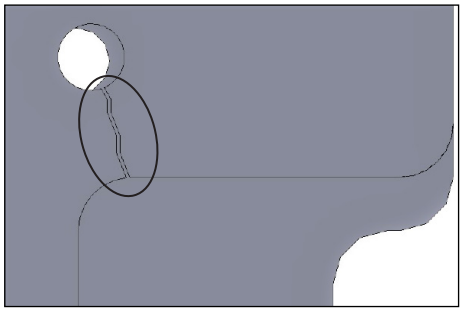

Figure 21 — Terminated Cracking Below Hole in Area E

6. Review the inspection results, and take the appropriate action described below. If use of a reinforcement kit is specified, the Mounting Frame B Reinforcement Kit, part number 991440790, is required.
   - If there is no cracking in any inspection area or only terminated cracking in Area E, put the unit back into service. Order the reinforcement kit and install it within one year of the inspection, or schedule the installation of the reinforcement kit by Altec within one year of the inspection.
   - If there is partial cracking, determine the extent of the cracking in each inspection area by measuring the length(s) of the cracking.
     - If the total length of cracking is less than ¾" <u>in each</u> inspection area, put the unit back into service. Order the reinforcement kit and install it within 60 days of the inspection, or schedule the installation of the reinforcement kit by Altec within 60 days of the inspection.
       – Example 1: Inspection found no cracks in Areas A and C, a ½" long crack in Area B, and two cracks in Area D (refer to Figure 22). The total length of cracking in Area D is the sum of the lengths of the two cracks, ⅜" + ¼" = ⅝". Since the total length of cracking is less than ¾" in each inspection area, put the unit back into service, and install the reinforcement kit within 60 days of the inspection.
     - If the total length of cracking <u>in any</u> inspection area is ¾" or more, take the unit out of service. Order and install the reinforcement kit, or schedule the installation of the reinforcement kit by Altec. The vehicle can still be driven, but the aerial device cannot be used until the mounting frame is repaired.
       – Example 2: Inspection found no cracks in Areas A, B, and C, and two cracks in Area D (refer to Figure 23. The total length of cracking in Area D is the sum of the lengths of the two cracks, 7/16" + 5/16" = ¾". Since the total length of cracking is ¾" in this area, the unit must be taken out of service. The vehicle can still be driven, but the aerial device cannot be used until the mounting frame is repaired.

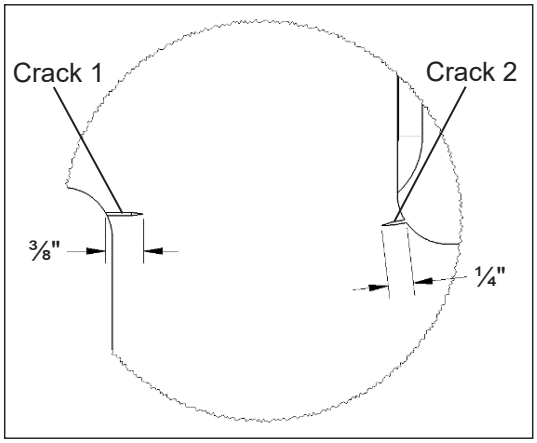

Figure 22 — Partial Cracking, Example 1

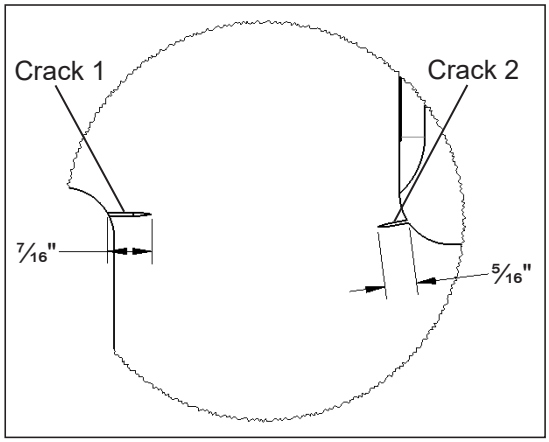

Figure 23 — Partial Cracking, Example 2

   - If there is full cracking in any inspection area, take the unit out of service. The vehicle can still be driven, but the aerial device cannot be used until the mounting frame is repaired. Contact Telecom Product Support by calling 1-270-505-1532 or emailing Telecom.Product.Support@altec.com to obtain further instructions on how to repair the mounting frame with full cracking.