



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:** 22V058

Apr. 4, 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 LS60 aerial devices built from October 2017 to October 2021. This is to inform you that your vehicle may contain a defect that could affect the safety of a person. Washers on the outer race rotation bearing cap screws may overlap the adjacent weld. Interference with weld under the washer can cause the cap screw to fail. The failure of rotation bearing cap screws can cause uncontrolled boom movement. **Death or serious injury could 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 can be performed by the customer, or you may contact Altec for further assistance. The inspection is expected to take one hour and one person to complete. The repair is expected to take four hours and one person to complete and must be completed by Altec. Parts may not be immediately available due to supplier backorder.

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.

## Rotation Bearing Washer Inspection

**Units Affected:** LS60 aerial devices built from October 2017 to October 2021. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

**Background:** Altec has learned of the potential for washers on the outer race rotation bearing cap screws to overlap the adjacent weld on the affected units. While there have been no reports of machine failures to date, interference with weld under the washer could cause cap screw failure.



**Death or serious injury could result from uncontrolled boom movement. Failure of a rotation bearing cap screw could cause uncontrolled movement.**

**Customer Action:** Inspect the washers on the outer race rotation bearing cap screws for weld interference using the Inspection Procedure beginning on page 2. Complete the inspection no later than the next regular maintenance interval or 30 days from the receipt of this CSN, whichever comes first.

If weld interference is found on only one washer, schedule Altec Service to repair the unit within 60 days, and put the unit back into service. If weld interference is found on more than one washer, take the unit out of service, and schedule Altec to repair the unit. If no weld interference is found, put the unit back into service, and complete the Inspection Sheet at the end of this document.

**Requirements:** The inspection is estimated to take one hour and one person to complete. The inspection can be completed by Altec, the customer, or the customer's warranty provider.

The repair is estimated to take four hours and one person to complete. If a repair is required, the work must be completed by Altec.

**Completion and Warranty:** Altec will perform the inspection and repair for free at an Altec facility. 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 \$90 for the labor to perform the inspection. 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 Contact Info:**

Altec Connect: [connect.altec.com/login](https://connect.altec.com/login)



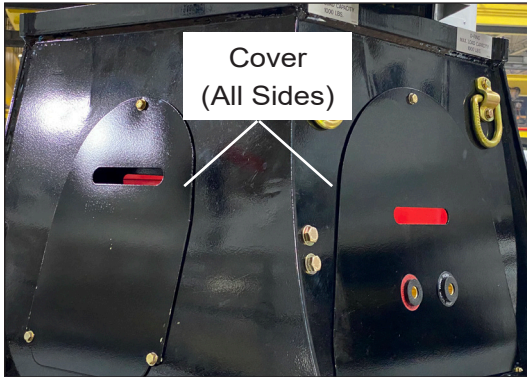
Phone: 1-877-GO ALTEC (1-877-462-5832) | Options: 1 - Parts; 2 - Shop Service; 3 - Mobile Service; 4 - Technical Support; 5 - Global Rental Service Request; 6 - Chassis Repair

Altec Use Only	
Inspection labor	1.0 hr
Repair labor	4.0 hrs
Account #	010.0953.43151.000.9210.000
Travel	Not included
NHTSA code	98
Prime fail P/N	991078283
Doc ref	991457736/991457950

Altec Use Only			
Description	Part No.	Qty	Warranty
Outer race field repair kit	991457702	1	Yes
Outer race rotation bearing hardware kit	991457789	1	Yes

**Inspection Procedure:** A flashlight or work light is 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. Remove the four pedestal covers to access the inside of the pedestal (refer to Figure 1).
3. Locate the rotation bearing outer race mounting cap screws and washers under the top plate of the pedestal (refer to Figure 2).

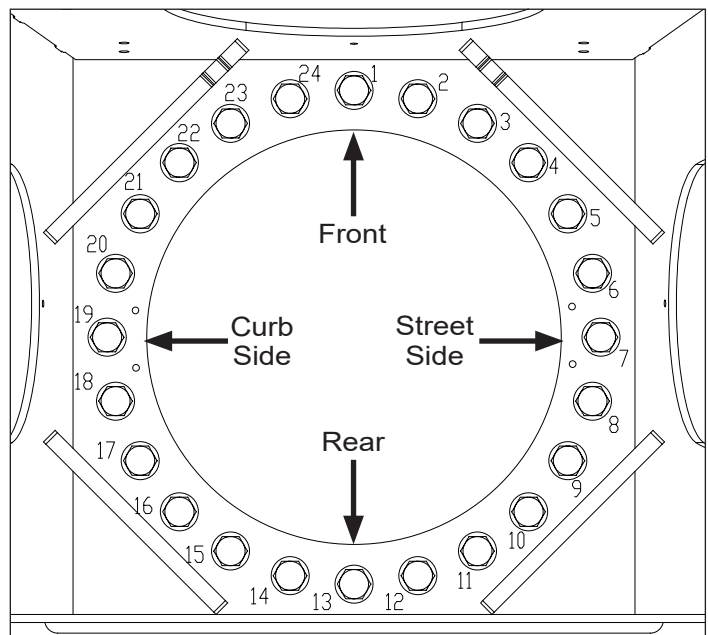


**Figure 1 — Pedestal Covers**

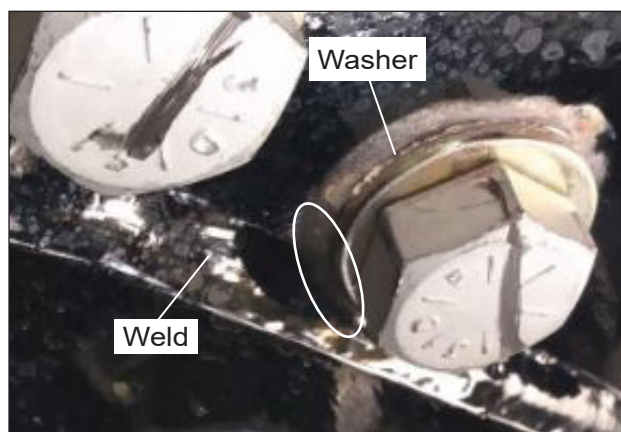


**Figure 2 — Outer Race Rotation Bearing Cap Screws and Washers**

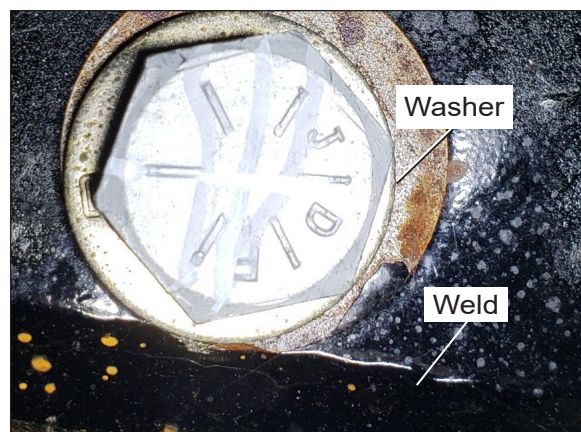
4. Using a flashlight or work light, look closely at the washer shown as number 1 in Figure 3 to determine if the washer is overlapping the weld next to the pedestal wall (refer to Figures 4 and 5). Mark Figure 6 to indicate the inspection result for this washer.



**Figure 3 — Outer Race Washer Numbering Pattern (Bottom View)**



**Figure 4 — Washer Overlapping Weld**



**Figure 5 — Washer Not Overlapping Weld**

Washer	Overlapping Weld		Washer	Overlapping Weld	
1	Yes	No	13	Yes	No
2	Yes	No	14	Yes	No
3	Yes	No	15	Yes	No
4	Yes	No	16	Yes	No
5	Yes	No	17	Yes	No
6	Yes	No	18	Yes	No
7	Yes	No	19	Yes	No
8	Yes	No	20	Yes	No
9	Yes	No	21	Yes	No
10	Yes	No	22	Yes	No
11	Yes	No	23	Yes	No
12	Yes	No	24	Yes	No

**Figure 6 — Washer Inspection Results**

5. Repeat step 4 for each washer, proceeding clockwise one at a time as viewed from the bottom.
6. Review the inspection results.
  - If none of the washers overlap the adjacent weld, put the unit back into service. Complete the Inspection Sheet at the end of the CSN and return it to Altec.
  - If only one washer overlaps the adjacent weld, call Altec to schedule the installation of kits 991457702, Outer Race Field Repair Kit, and 991457789, Outer Race Rotation Bearing Hardware Kit. The repair must be completed within 60 days. Put the unit back into service while awaiting the repair. Do not complete the Inspection Sheet at the end of the CSN. Completion of the CSN will be documented when the repair is complete.
  - If two or more washers overlap the adjacent weld, take the unit out of service until repair is completed. Call Altec to schedule the installation of kits 991457702, Outer Race Field Repair Kit, and 991457789, Outer Race Rotation Bearing Hardware Kit. Do not complete the Inspection Sheet at the end of the CSN. Completion of the CSN will be documented when the repair is complete.

# Inspection Sheet

Complete this form and submit it to Altec to document inspection completion.

Choose one of these options for submission.

- Online through the customer portal – Altec Connect\*  
 Sign in or Register for an account at [connect.altec.com/login](http://connect.altec.com/login)
  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
- Mail to: Customer Outreach; PO Box 8338; Saint Joseph, MO 64508



Scan here to access Altec Connect.

Model	Altec Unit Serial Number	Date Inspected

Company Name: \_\_\_\_\_ Phone \_\_\_\_\_

Service Company Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Company Contact: \_\_\_\_\_

Company Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State/Province: \_\_\_\_\_

ZIP/Mailing Code: \_\_\_\_\_ Country: \_\_\_\_\_

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, submit a warranty claim through Altec Connect to be reimbursed for the cost of the parts and/or labor.

Contact Altec for more information or to schedule the work to be done by Altec.

Make copies of this form for additional units if needed.