



Customer Outreach  
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Saint Joseph, MO 64508

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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:** 22V-072

March 25, 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 AT37/41/48 M/P/S aerial devices built from March 2019 to December 2021. This is to inform you that your vehicle may contain a defect that could affect the safety of a person. The Grade 8 cap screws in the rotation bearing outer race may have been overtorqued at assembly. While there have been no reports of cap screw failures to date, overtorquing could cause the cap screws to fail prematurely. Failure of rotation bearing cap screws could 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 and repair can be performed by the customer, or you may contact Altec for further assistance. The inspection is expected to take two hours and one person to complete.

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 Outer Race Cap Screw Replacement

**Units Affected:** Certain AT37/41/48 M/P/S aerial devices built from March 2019 to December 2021. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

**Background:** Altec has learned that one or more of the Grade 8 cap screws in the rotation bearing outer race on the affected units may have been overtorqued at assembly. While there have been no reports of cap screw failures to date, overtorquing could cause the cap screws to fail prematurely.

**WARNING**

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

**Customer Action:** The rotation bearing outer race cap screws must be replaced no later than 30 days from the receipt of this CSN. Order and install the Grade 8 Outer Race Rotation Bearing Hardware Kit, part number 991088549, or schedule the kit installation to be performed by Altec.

**Requirements:** This work is estimated to take two hours and one person to complete.

**Completion and Warranty:** 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 \$180 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 work 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	0.0 hr
Repair labor	2.0 hr
Account #	010.1093.43151.000.9207.000
Travel	Not included
NHTSA code	98
Prime fail P/N	N/A
Doc ref	074900686

Altec Use Only			
Description	Part No.	Qty	Warranty
Grade 8 outer race rotation bearing hardware kit	991088549	1	Yes