



Customer Outreach
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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-147

May 6, 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 AT series and TA40/45 series aerial devices built on Ford F-350/F-450/F-550 and Dodge Ram 4500/5500 chassis from 2016 to 2022. This is to inform you that your vehicle may contain a defect that could affect the safety of a person. The affected units may have missing or improperly installed fuel line brackets on the chassis following the upfit with Altec equipment. This could allow the fuel lines and/or brake lines to contact adjacent components and become damaged. Fuel line or brake line damage could cause fuel or brake fluid leakage. **Death or serious injury could result from fire caused by fuel leakage or from brake system failure caused by brake fluid leakage.**

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 will take 5 to 10 minutes for one person to complete. The repair is estimated to take 45 minutes and one person to complete. 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.

Fuel Line and Brake Line Inspection

Units Affected: Certain AT series and TA40/45 series aerial devices built on Ford F-350/F-450/F-550 and Dodge Ram 4500/5500 chassis from 2016 to 2022. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that the affected units may have missing or improperly installed fuel line brackets on the chassis following the upfit with Altec equipment. This could allow the fuel lines and/or brake lines to contact adjacent components and become damaged.



WARNING

Death or serious injury could result from fire caused by fuel leakage or from brake system failure caused by brake fluid leakage. Fuel line or brake line damage could cause fuel or brake fluid leakage.

Customer Action: Inspect the fuel line brackets and fuel and brake lines on the chassis no later than the next preventive maintenance interval or 90 days from the receipt of this CSN, whichever comes first. Use the Inspection Procedure beginning on page 2, or contact Altec to perform the inspection. If repair is required, order and install the specified parts, or schedule the installation of the parts by Altec. The repairs must be completed within six months from the receipt of this CSN. If fuel line or brake line damage is found, the damaged line(s) must be replaced by an authorized chassis dealer. Altec is unable to service or replace any damaged lines.

Requirements: The inspection will take 5 to 10 minutes for one person to complete. The parts installation is estimated to take 45 minutes and one person to complete. Mark units that need no repair as complete after inspection. Do not mark units requiring repair as complete until all repairs and parts installations are finished.

Completion and Warranty: The inspection can be performed by Altec, the customer, or the customer’s warranty provider. There is no labor reimbursement to the customer or the customer's warranty provider for the inspection. The 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 inspection and repair for free. 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 \$67.50 for the labor to perform the repair. If fuel or brake line(s) required replacement, submit a copy of the invoice from the chassis dealer with the warranty claim for reimbursement. Include the pictures taken in step 6 with this claim. 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



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 for Service
Repair labor	0.75 hr
Account #	010.0557.43151.000.9224.000
Travel	Not included
NHTSA code	04, 08
Prime fail P/N	N/A
Doc ref	074900819, 074900820, 074900821

Altec Use Only				
Description	Part No.	Qty	Warranty	
2016 Model Year Ford Bracket Installation Kit	991478668	1	Yes	
2017+ Model Year Ford Bracket Installation Kit	991478666	1	Yes	
2016+ Model Year Dodge Bracket Installation Kit	991475099	1	Yes	
2016+ Ford OEM Fuel Line Bracket, Threaded	991479086	1-2	Yes	
2017+ Ford OEM Fuel Line Bracket, Fir Tree	991488161	1	Yes	
Dodge OEM Fuel Line Bracket	991479276	1-5	Yes	

Inspection Procedure: A flashlight is required for this inspection. Read and understand all steps of the instructions before beginning the procedure. Refer to Figure 14 for an Inspection Flowchart.

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. Using a flashlight, locate the fuel lines and brake lines running along the inside of the street side chassis frame rail above the rear axle (refer to Figure 1 or 2).

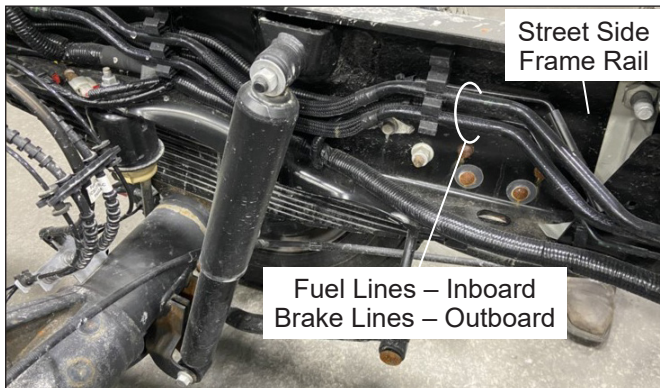


Figure 1 — Ford Fuel and Brake Lines

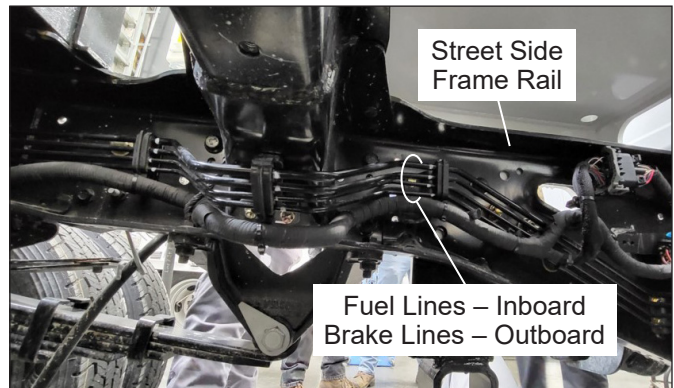


Figure 2 — Dodge Fuel and Brake Lines

3. Locate the fuel line brackets holding the fuel lines and brake lines on the inside of the street side chassis frame rail. The number of brackets depends on the model year and make of the chassis. Refer to Figure 3 for a 2016 Ford chassis, Figure 4 for a 2017 and newer Ford chassis, and Figure 5 for a 2016 and newer Dodge chassis.

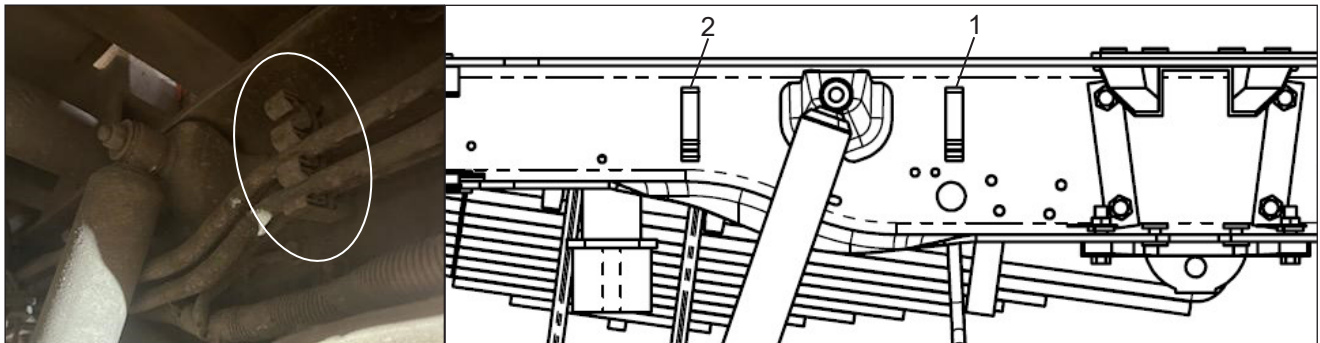


Figure 3 — 2016 Ford Fuel Line Brackets

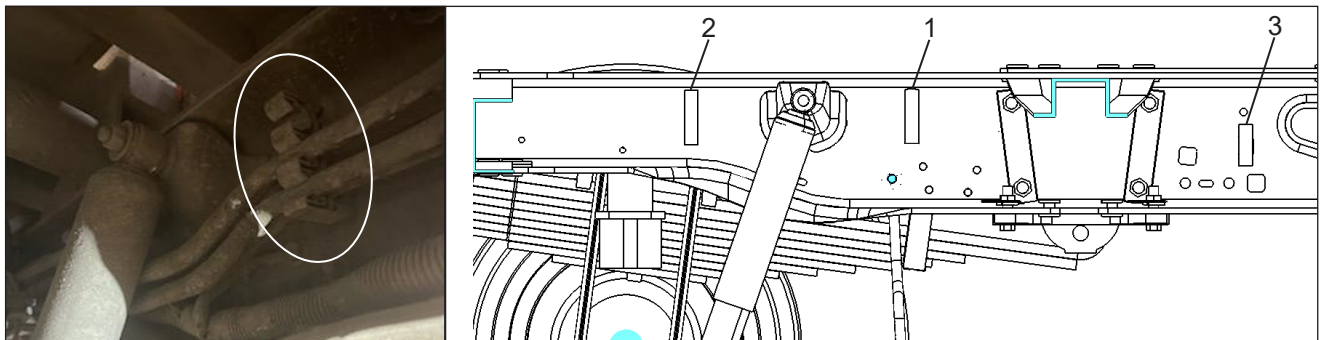


Figure 4 — 2017 and Newer Ford Fuel Line Brackets

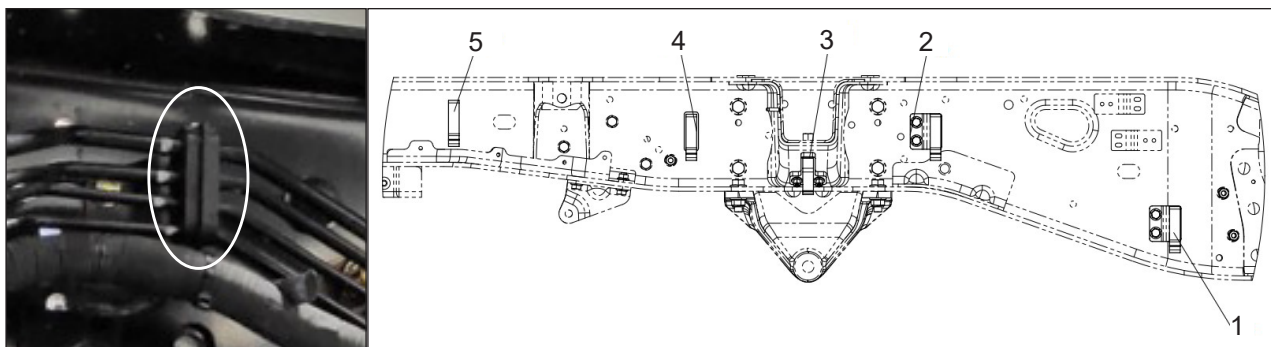


Figure 5 — 2016 and Newer Dodge Fuel Line Brackets

4. Inspect each fuel line bracket location as shown in the images corresponding to the chassis model year and make (Figure 3, 4, or 5) to check for the bracket presence, condition, and securement to the frame rail by a nut or fir tree clip (refer to Figures 6 and 7). Record the inspection results in Figure 8. Then add up and record the total number of "Yes" results, if any, at the bottom of Figure 8. Note that a 2017 and newer Ford chassis requires separate missing or damaged "Yes" totals for locations 1 and 2 vs. location 3.
- If all the required brackets are present, in good condition, and tightly secured, (no "Yes" results), perform steps a and b below.
 - a. Put the unit back into service.
 - b. Complete the Inspection Sheet at the end of this notice, and return it to Altec.
 - If any brackets are missing, damaged, or loose (any "Yes" results), proceed to step 5.

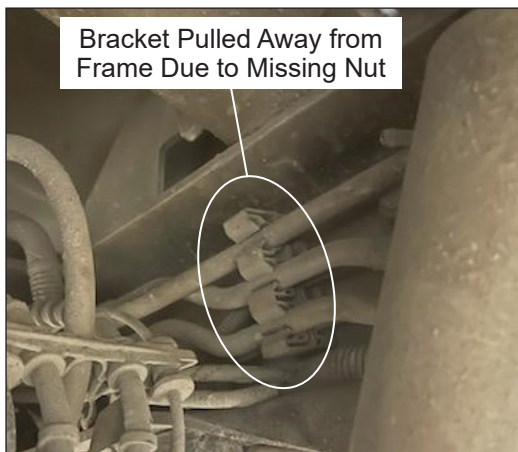


Figure 6 — Ford Fuel Line Bracket Loose



Figure 7 — Dodge Fuel Line Bracket Loose

Bracket Location	2016 Ford		2017 and Newer Ford		2016 and Newer Dodge	
	Missing or Damaged	Loose	Missing or Damaged	Loose	Missing or Damaged	Loose
1	Yes No	Yes No	Yes No	Yes No	Yes No	Yes No
2	Yes No	Yes No	Yes No	Yes No	Yes No	Yes No
3			Yes No	Yes No	Yes No	Yes No
4					Yes No	Yes No
5					Yes No	Yes No
"Yes" Totals	Total Yes=__	Total Yes=__	Location 1-2	Total Yes=__	Total Yes=__	Total Yes=__
			Total Yes=__			
			Location 3 Total Yes=__			

Figure 8 — Fuel Line Bracket Inspection Results

5. Inspect the full length of the fuel lines and brake lines along the street side chassis frame rail for any evidence of contact with metal components such as the rear shock absorber, bolt(s) through the frame rail, etc., or other components made of material hard enough to damage the lines (refer to Figures 9 and 10). If necessary, try to insert a piece of paper or a dollar bill into the point of suspected contact. If the paper jams up or drags, the parts are in contact. If it passes freely, the parts are not in contact.
- If any line(s) are contacting a hard component, proceed to step 6.
 - If no lines are contacting a hard component, proceed to step 7.

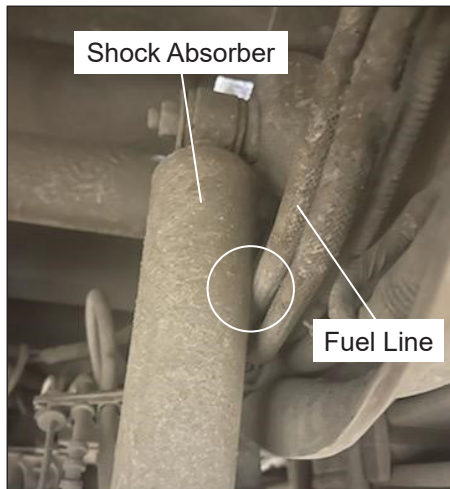


Figure 9 — Fuel Line Contact

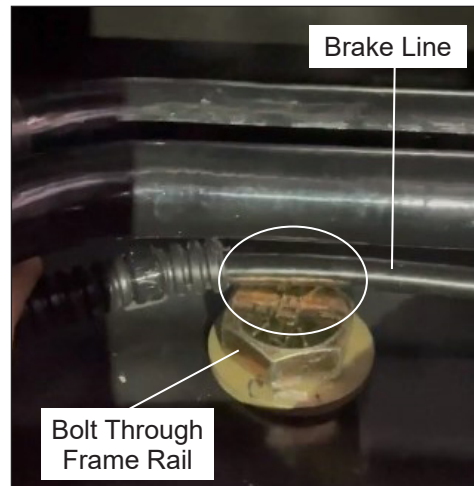


Figure 10 — Brake Line Contact

6. Using a flashlight, inspect any fuel/brake line(s) which are making contact with a hard component to look for damage at the point(s) of contact. Issues such as fluid leaks, deformation such as denting or kinking, and scratches or gouges that have removed parent material from the line are considered to be replacement-level damage (refer to Figure 11). Issues such as scuffed coverings or scraped paint are considered to be cosmetic damage which does not require line replacement (refer to Figure 12). Some lines may have a sacrificial covering. If the sacrificial covering is damaged, move the covering to allow inspection of the line underneath to determine the level of damage.
- If any line(s) with replacement-level damage are leaking fuel or brake fluid, perform steps a through d below.
 - a. Take the unit out of service immediately, and do not drive it until repairs have been completed. Have the vehicle towed for completion of fuel line bracket replacement and to take it to the chassis dealer for fuel/brake line replacement.
 - b. Take pictures of the damage, and keep them for submission with the warranty request.
 - c. Schedule to have the damaged line(s) replaced at an authorized chassis dealer after completing the replacement of damaged and missing fuel line brackets.
 - d. Proceed to step 7.
 - If any line(s) have replacement-level damage but are not leaking fuel or brake fluid, perform steps a through d below.
 - a. Take pictures of the damage, and keep them for submission with the warranty request.
 - b. Schedule to have the damaged line(s) replaced at an authorized chassis dealer as soon as possible after completing the replacement of damaged and missing fuel line brackets.
 - c. Put the unit back into service, with the requirement to inspect daily under the chassis and weekly at the point of line damage for the development of any fuel/brake line leakage. If a leak develops, take the unit out of service immediately, and do not drive it until repairs have been completed. Have the vehicle towed for completion of fuel line bracket replacement and to take it to the chassis dealer for fuel/brake line replacement.
 - d. Proceed to step 7.
 - If the lines have no damage or only cosmetic damage, proceed to step 7.



**Figure 11 — Fuel Line Replacement-Level Damage Example—
REPLACEMENT REQUIRED**



**Figure 12 — Fuel Line Cosmetic Damage Example—
Replacement Not Needed**

7. Determine the required repair parts as described in steps a and b below.
 - a. If any fuel line brackets are missing, damaged, or loose as determined in step 4 and recorded in Figure 8, one bracket installation kit is required. This kit contains mounting provisions for fuel line brackets, but does not contain any fuel line brackets themselves. Refer to Figure 13 to determine the appropriate kit part number based on the chassis make and model year, and mark the quantity 1 for this kit in the Quantity Required column.
 - b. If any fuel line brackets are missing or damaged, the total quantity of replacement fuel line brackets required is the number of missing or damaged brackets as determined in step 4 and recorded in Figure 8. Refer to Figure 13 to determine the appropriate bracket part number(s) based on the chassis make and model year and the results indicated in Figure 8, and mark the quantity(ies) required for the bracket(s) in the Quantity Required column. Note that a 2017 and newer Ford chassis requires different bracket part numbers for different locations on the chassis.

Make	Model Year	Description	Bracket Location	Part Number	Quantity Required
Ford	2016	Bracket Installation Kit		991478668	
	2017-2022	Bracket Installation Kit		991478666	
	2016-2022	OEM Fuel Line Bracket, Threaded	1-2	991479086	
	2017-2022	OEM Fuel Line Bracket, Fir Tree	3	991488161	
Dodge	2016-2022	Bracket Installation Kit		991475099	
	2016-2022	OEM Fuel Line Bracket	1-5	991479276	

Figure 13 — Parts Ordering Information

8. Order and schedule the installation of the required parts as marked in Figure 13 using either of the methods shown below.
 - Contact Altec Service to schedule the installation of the required parts.
 - Contact Altec Parts to order the required parts, and schedule for your own technician or your third party provider to install them.
9. Put the unit back into service while awaiting installation of the parts, unless the unit was taken out of service in step 6.
10. Do not complete the Inspection Sheet at the end of this notice. Completion of the CSN will be documented after the vehicle is repaired.

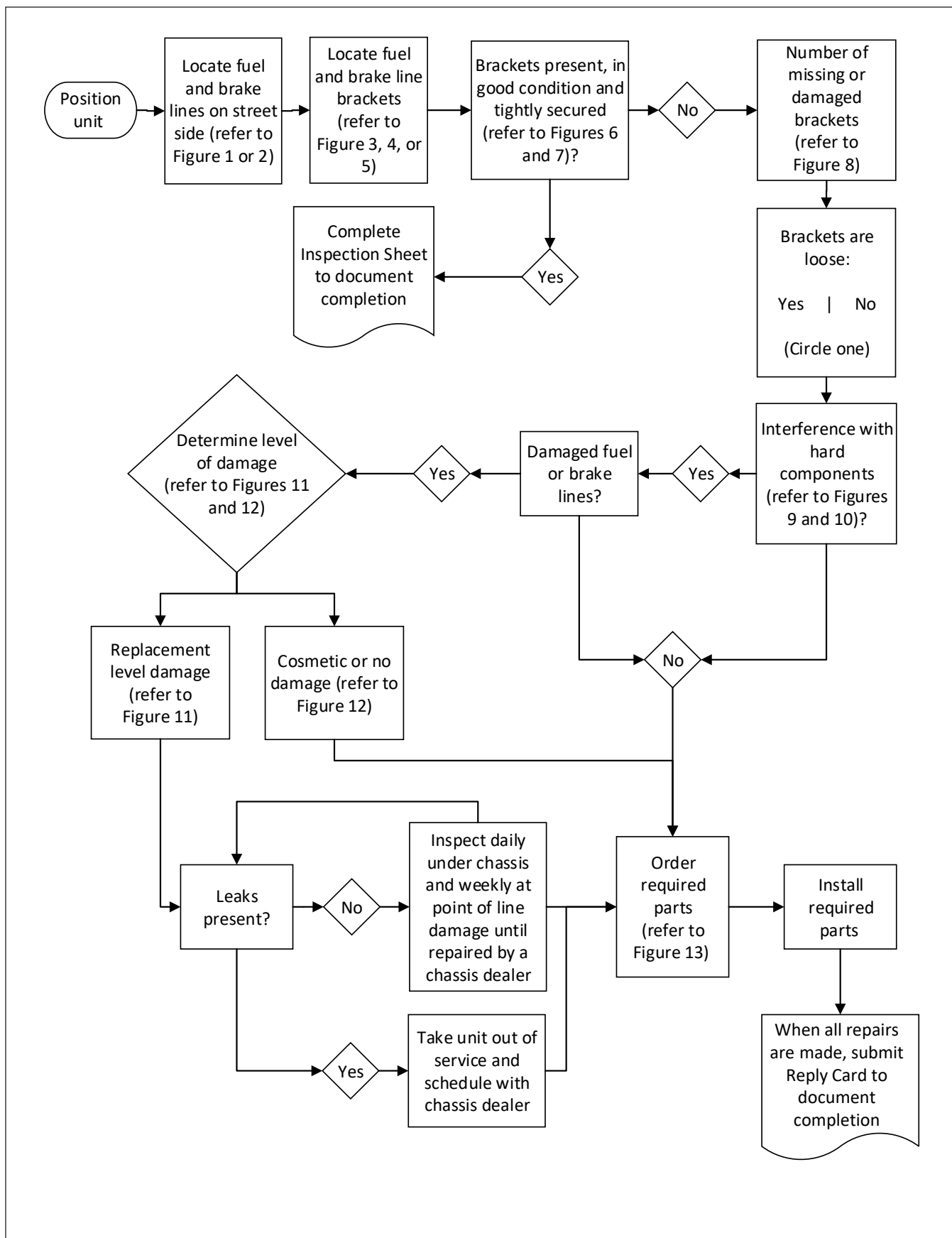


Figure 14 — Inspection Flowchart

Inspection Sheet

Complete this form and submit it to Altec to document inspection completion. DO NOT complete this form if repairs are required.

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
 1. Select Equipment
 2. Select Altec Product Notices
 3. Select Report a Completed APN
- Scan and Email to 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.