



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-794
Altec Identifier: CSN-3030

Transport Canada Number: N/A

December 16, 2022

Dear Altec Owner,

For US owners, this notice is sent to you in accordance with the *National Traffic and Motor Vehicle Safety Act*. For Canadian owners, this notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

Altec Industries, Inc. has decided that a defect which relates to motor vehicle safety exists in AT41ME aerial devices built from July 2019 to April 2022. The affected units contain a jib winch interlock to prevent the use of the jib winch unless the outriggers are properly extended. If there is loss of electrical power to the jib winch interlock valve, the jib winch can be operated with the outriggers retracted. The unit could become unstable if material handling is attempted with the outriggers retracted. **Death or serious injury could result if the unit becomes unstable.**

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 repair is estimated to take 1.5 hours and 1 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.



Jib Winch Interlock Update

Units Affected: AT41ME aerial devices built from July 2019 to April 2022. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: The affected units contain a jib winch interlock to prevent the use of the jib winch unless the outriggers are properly extended. Altec has learned that if there is loss of electrical power to the jib winch interlock valve, the jib winch can be operated with the outriggers retracted. Altec has developed a kit which adds indicator lights to the turntable to indicate to the operator whether the unit is in personnel mode or material handling mode based on whether or not the outriggers are extended. The kit also contains a new preoperational inspection placard which specifies to test the jib winch interlock before operating the unit without the outriggers extended.



Death or serious injury could result if the unit becomes unstable. The unit could become unstable if material handling is attempted with the outriggers retracted. The outriggers must be properly extended when performing material handling.

Customer Action: Order and install the Jib Winch Interlock Indicator Lights Kit, part number 991553791, or contact Altec to perform this installation. The kit must be installed no later than the unit's next preventive maintenance interval or 90 days of receipt of this notice, whichever comes first. Subsequent damage due to failure to perform the required action(s) in the time period allowed will not be covered by warranty.

Requirements: Every unit requires the installation of the specified kit for completion. A Deutsch crimping tool (Altec 970246417) and a Deutsch contact/wedge removal tool (Altec 970371966) are required for the installation of this kit. The repair is estimated to take 1.5 hours and 1 person to complete.

Completion and Warranty: 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 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 \$145 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



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 hr
Repair labor	2.0 hr (Service), 1.5 hr (other)
Account #	010.0224.43151.000.9262.000
Travel	Not included
NHTSA code	90
Prime fail P/N	N/A
Doc ref	074900844

Altec Use Only			
Description	Part No.	Qty	Warranty
Jib winch interlock indicator lights kit	991553791	1	Yes