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CSC-10059020-2001

October 6, 2015

Dear Altec Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act, and Canada Motor Vehicle Safety Act.

Altec Industries, Inc. has developed a product improvement which relates to certain AM Series, TA Series and LR7 Units equipped with AM JEMS.

Refer to SIL 621 for parts, labor and travel covered under the warranty policy. Altec will supply necessary parts and labor for this update.

In order to determine if your unit is affected by SIL 621, compare the serial number of your unit with the list of affected units as described on the SIL. The update can only be performed by Altec. Contact Altec at 1-877-GO-ALTEC (1-877-462-5832) for further assistance.

If you have sold or retired the unit please call Altec at 1-877-GO-ALTEC (1-877-462-5832) so the records may be changed.

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.

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.



Altec Industries, Inc.
Western Division
Dixon, CA

SIL 621

Service Information Letter

Date: October 6, 2015

Units Affected: AM JEMS mounted on AM Series, TA Series, and LR7 (see attached list)

AM JEMS Update

Altec is committed to providing our customers reliable products from initial delivery throughout the useful life of the machine.

Altec requires an inspection of some of the components and an update of the software on the AM Jobsite Energy Management System (JEMS) to improve the operation and reliability of the system. Altec will provide any parts and a technician to perform this update after a brief customer inspection.

Customers with the affected units are asked to operate the unit and verify if the unit will enter the ePTO mode when that function is selected. Use the procedure beginning on Page 2. Customers should then contact Altec Technical Support, 1-877-GO ALTEC (1-877-462-5832) and select Prompt 4 to report the results of the operational inspection. A Technical Support representative will contact customers to review the inspection results and to schedule an Altec mobile service technician to come to the customer location and update the AM JEMS. This inspection and service scheduling should be completed no later than the next scheduled service interval.

This repair is covered under the Altec Warranty Policy and must be performed by Altec.

Operation Inspection Procedure

1. Position the unit on a level surface, apply the parking brake and chock the wheels.
2. Select the Jobsite Hybrid Mode and verify the following:
 - PTO switch not activated
 - Parking brake is activated
 - Hood closed
 - Transmission in neutral
 - Engine running
 - SOC above 25 percent
 - Hybrid disconnect not activated
3. Activate the PTO switch. The engine should shut off.
4. Verify display shows SOC and Jobsite Hybrid
5. Operate one of the outriggers and check to see if the electric motor turns on.
6. Retract the outrigger, disengage the unit's hydraulic system, and return the unit to service.

If the engine shuts off after activating the PTO switch, the display shows SOC and Jobsite hybrid, and the electric motor operates during outrigger operation, the JEMS system is operating properly. Report the results of the operation inspection to Tech Support.