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[www.altec.com](http://www.altec.com)

September 3, 2019

Dear Altec Owner,

Altec Industries, Inc. has developed a product improvement which relates to certain AC18, AC23, AC26, AC28, AC40, and AC45 Cranes Units.

Refer to SIL 727 for items covered under the warranty policy. Altec will supply necessary parts to correct this condition.

In order to determine if your unit is affected by SIL 727, compare the serial number of your unit with the list of affected units as described on the SIL. The product improvement can be performed by the customer or you may contact Altec at 1-877-GO-ALTEC (1-877-462-5832) for further assistance.

At any time, you may contact Altec at 1-877 GO ALTEC (1-877-462-5832) with your unit's serial number to determine if there are any other outstanding notices.

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.

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.

# Service Information Letter

September 3, 2019

Units Affected: AC18, AC23, AC26, AC28, AC40, and AC45 Cranes (see attached list)

## Rotation Fastener Torque Placard Replacement

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

Altec has discovered that a placard was installed on some cranes which has the incorrect torque for bolts used to attach the rotation bearing. This placard has torque values that do not agree with the values in the maintenance manual. This difference can cause rotation bearing fasteners to be insufficiently checked during the periodic torque inspections, possibly leading to accelerated bolt fatigue.

Altec requires that the affected units be inspected for the correct rotation fastener torque placard. The placard is located on the outside of the pedestal or turntable. If the placard is missing or not correct, use the list below to select and order the correct placard by calling 1-877-GO ALTEC (1-877-462-5832). Complete the inspection form at the end of this SIL and return it to Altec.

- 990899507 AC18/23 Placard Kit,
- 990899514 AC40/45 Placard Kit
- 990899519 AC26/28 Placard Kit
- 990899513 AC18 With Radial Outriggers Placard Kit
- 990899517 AC26-S Placard Kit

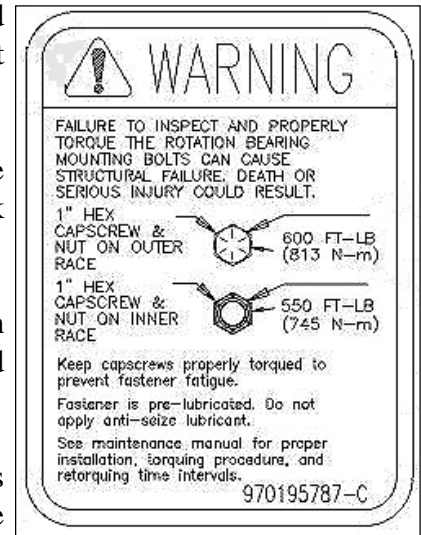
When the replacement placard is received, remove the original incorrect placard and replace it with the new one.

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 inspect and perform this repair. Call 1-877-GO ALTEC (1-877-462-5832) to schedule the work to be done by an Altec service technician. Customers are responsible for the travel costs of an Altec Mobile Service technician if the technician performs the inspection or repair at the owner's location.

## Inspection Procedure

The unit operator's or maintenance manual is required for the inspection to identify the placard. 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 chock the wheels.
2. Inspect the exterior surfaces of the turntable and pedestal above the bed of the crane for an existing torque placard similar to the placard shown in Figure 1. The placard should be nearly identical to the placard on Figure 1, but may have different torque values and bolt sizes.
3. If the placard is not seen on the exterior surfaces, remove valve covers. Look under the valve covers and on the back side of the covers for the placard.
4. If a placard is found, see if the torque values and bolt sizes on the placard are the same as shown in the unit Maintenance and Parts Manual.
5. If a placard torque values and bolt sizes agree with the values in the maintenance manual, the placard is correct and the inspection is complete. Go to Step 7.



**Figure 1 — Torque Placard**

6. If no placard or an incorrect placard (values do not agree with maintenance manual) is found, order the correct kit for the unit model from the list on Page 1.
7. After the inspection is completed, install any covers that were removed.
8. Return the unit to service.
9. Complete the inspection form at the end of this SIL and return it to Altec.

# SIL 727 Inspection Sheet

Complete this form and FAX to: 1-877-659-9929

or scan and email to [product.safety@altec.com](mailto:product.safety@altec.com)

Model	Altec Unit Serial Number	Placard is Correct		Date Inspected
		Yes	No	

Make additional copies of this form, as needed, for additional units. Contact Technical Support at 1-877-GO ALTEC (1-877-462-5832), prompt 4, for further repair information.

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

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

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

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

State: \_\_\_\_\_ ZIP Code: \_\_\_\_\_

Signature: \_\_\_\_\_