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This notice applies to your vehicle. See SIL for specific unit identification.

October 22, 2019

Dear Altec Owner,

Altec Industries, Inc. has developed a product improvement which relates to certain AT37-G and AT40-G Units built on Ford F550 Chassis.

Refer to SIL 728 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 728, 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.



Altec Industries, Inc.
Northern Operations
Indianapolis, IN

SIL 728

Service Information Letter

October 22, 2019

Units Affected: AT37-G and AT40-G units built on Ford 550 chassis (see attached list)

Rear Shear Plate Fastener Inspection

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

Altec discovered that one of the fasteners used to attach the rear shear plate on the subbase of the unit to the chassis can contact the chassis u-bolt. The fastener can be a huck bolt or a bolt and nut. Movement of the u-bolt can possibly cause damage to the huck bolt or bolt and nut resulting in the fastener being broken off.

Altec requires the customer to perform an inspection of rear shear plate on the subbase to determine if huck bolts or bolts and nuts were installed. This inspection should be completed no later than 90 days after the receipt of this SIL. Use the inspection Procedure beginning on Page 2. If huck bolts are present, contact Altec to perform the repair, or send the vehicle to local service center. If a bolt and nut are present, follow the instructions in the Inspection Procedure.

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 this repair. There is no warranty reimbursement for the inspection. 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

Normal mechanics hand tools are required for the inspection. 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. Locate the rear shear plate on the subbase. It will be inside the rear wheel well.
3. Visually inspect the rear shear plates on both sides of the subbase to determine what type of fastener is used. The fastener can be bolts and nuts (refer to Figure 1) or huck bolts (refer to Figure 2) installed.

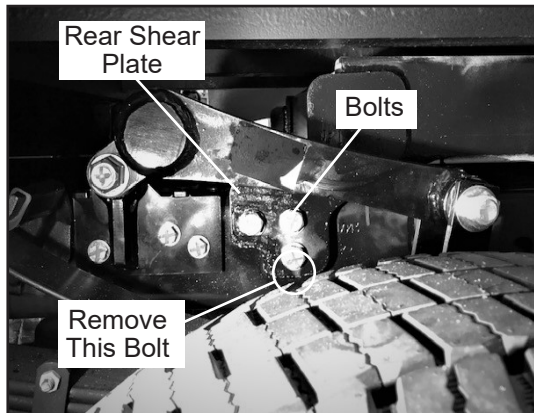


Figure 1 — Bolt Fasteners



Figure 2 — Examples of Huck Bolts

4. After the inspection is completed, determine which action is to be taken:
 - If the fasteners are bolts and nuts, go to Step 5.
 - If the fasteners are huck bolts, contact Altec.
Call 1-877-GO ALTEC (1-877-462-5832) to arrange for the repair.
5. If the fasteners are bolts and nuts, remove the bottom fastener (refer to Figure 1) and discard. Order and install a Hole Plug Kit, part number 990970059 (includes 2 plugs and instructions) for each unit to be repaired to plug the holes so that future inspectors will not think a fastener is missing. Call Altec to order the kit.
6. Return the unit to service.