



210 Inverness Center Parkway
Birmingham, AL 35242

Telephone: 205-991-7733
Facsimile: 205-991-9993
www.altec.com

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

December 23, 2020

Dear Altec Owner,

Altec Industries, Inc. has developed a product improvement which relates to certain AT37-M/P, AT41-M/ME/P/PE, and AT48-M/ME/P/PE aerial devices built from June 2015 through March 2020.

Refer to SIL 779 for items covered under the warranty policy. There are no parts required to correct this condition.

In order to determine if your unit is affected by SIL 779, 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.
Creedmoor Operations
Creedmoor, NC

SIL 779

Service Information Letter

December 23, 2020

Units Affected: Certain AT37-M/P, AT41-M/ME/P/PE, and AT48-M/ME/P/PE aerial devices built from June 2015 through March 2020 (Verify that your unit serial number is affected by reviewing the attached list in this SIL or by accessing your fleet on connect.altec.com/login)

Hose Sock Inspection

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

Altec has discovered that the protective fabric hose sock used on the hoses running from the fiberglass upper boom to the platform may extend into the insulating portion of the upper boom. This can cause the dielectric rating of the unit to be reduced if the sock has absorbed water or oil.

Altec requires the hose sock length to be inspected on each unit and shortened if necessary to keep it out of the insulating portion of the boom. The inspection and repair must be completed no later than the next regular maintenance interval. Use the Inspection and Repair Procedure beginning on page 2.

This inspection is not covered under the Altec Warranty Policy. The repair is covered under the Altec Warranty Policy. The work can be performed by Altec, the customer, or the customer's warranty provider. Altec will perform the inspection and repair for free at an Altec facility. If the customer or the customer's warranty provider performs the inspection and repair, a warranty claim must be submitted to be reimbursed for the cost of the labor for the repair. Altec will allow up to \$45 for the labor to perform the repair if required by the results of 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 and repair at the owner's location.

Altec Use Only	
Inspection labor	0.0 hr
Repair labor	0.5 hr
Account #	010.0224.43151.621.0000.000
Travel	Not included
NHTSA code	98
Prime fail P/N	n/a
Doc ref	n/a

Altec Use Only			
Parts Kit	Part Number	Qty	Warranty
n/a	n/a	n/a	n/a

Inspection and Repair Procedure

A tape measure, masking tape or duct tape, and scissors are required for this procedure. Read and understand the entire procedure before beginning.

1. Position the unit on a level surface. Apply the parking brake and chock the wheels. Turn off the engine and remove the key from the ignition.
2. Locate the hose bundle covered with protective fabric sock that comes out of the side of the upper boom and runs to the platform (see Figure 1).

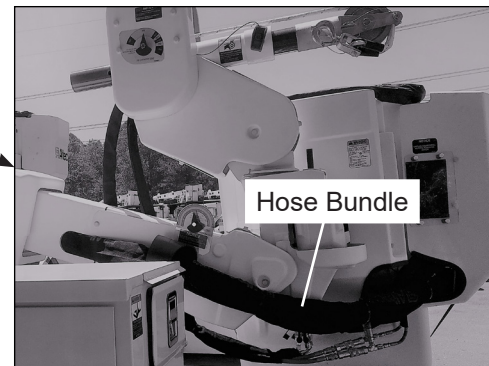


Figure 1 — Locating Hose Bundle

3. Apply a piece of masking tape or duct tape to the hose sock with the left edge of the tape even with the edge of the hole in the side of the upper boom (refer to Figure 2).



Figure 2 — Marking Hose Sock

4. Pull the hose sock out of the hole in the boom while moving the taped portion toward the platform, keeping the portion of the sock between the hole and the tape stretched out straight. Stop pulling the sock out when the end of the sock comes out of the hole, exposing the hoses (refer to Figure 3).



Figure 3 — Pulling Sock Out of Boom

5. Measure the length from the end of the sock to the left edge of the masking tape or duct tape.
 - If the length is 26" or less (refer to Figure 4), proceed to step 7.
 - If the length is more than 26" (refer to Figure 5), proceed to step 6.
6. If more than 26" of sock was inside the boom, use scissors to cut off the excess length leaving about 26" from the end of the sock to the left edge of the tape.
7. Push the sock back inside the boom until the tape reaches the hole. Remove the tape.
8. Return the unit to service.
9. Complete the inspection sheet at the end of the SIL showing the completion of the inspection and repair, and return it to Altec as specified.

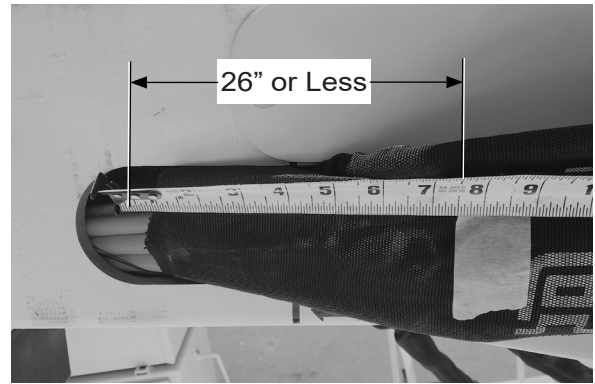


Figure 4 — Measuring Sock with Proper Length

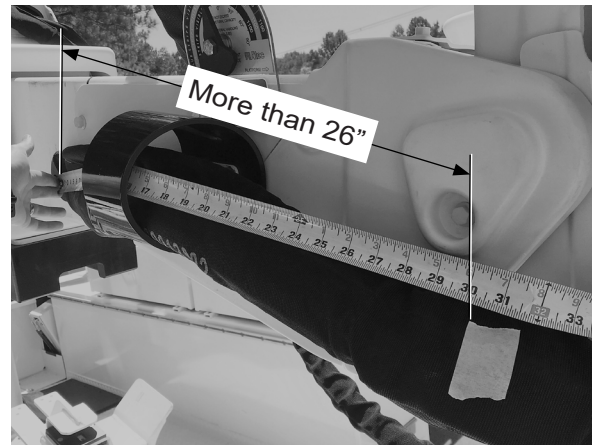


Figure 5 — Measuring Sock with Excess Length

SIL 779 Hose Sock Inspection Sheet

Complete this form and return to Altec to document inspection completion.

Choose one of these options.

- Online through the customer portal – Altec Connect*
Sign in or Register for an account at www.altec.com/altec-connect/
 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



To login to your existing Altec Connect account, scan here with your smart phone!

*Customer performed warranty can be submitted online for reimbursement

Model	Altec Unit Serial Number	Date Inspected

Company Name: _____ Phone: _____

Service Company Name: _____ Phone: _____

Company Contact: _____

Company Street Address: _____

City: _____ State: _____ ZIP Code: _____

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, a warranty claim must be submitted to be reimbursed for the cost of the parts and/or labor through Altec Connect.

For more information or to schedule the work to be done by an Altec Service technician, call:
1-877-GO ALTEC (1-877-462-5832)

Make copies of this form for additional units if needed.