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Birmingham, AL 35242

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

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

January 13, 2021

Dear Altec Owner,

Altec Industries, Inc. has developed a product improvement which relates to certain AH75/85/100 and AH75A/85A/100A aerial devices built from January 2010 to April 2020.

Refer to SIL 764 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 764, 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

January 13, 2021

Units Affected: AH75/85/100 and AH75A/85A/100A aerial devices built from January 2010 to April 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](http://connect.altec.com/login))

## Upper Boom 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 in the upper boom hose carrier on the affected units can become unsecured and slip out of place. This can expose the fiber optic lines to damage, resulting in intermittent operation or failure of the upper controls.

Altec requires the following actions to be performed on the affected units no later than 30 days after receiving this SIL.

- Inspect the hose sock in the upper boom using the Inspection Procedure beginning on page 2.
- Have Altec make any required repairs.

The inspection 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 inspection, a warranty claim must be submitted to be reimbursed for the cost of the labor. Altec will allow up to \$67.50 for the labor to perform this inspection. Call 1-877-GO ALTEC (1-877-462-5832) to schedule the work to be done by an Altec service technician. The customer is responsible for the travel costs of an Altec Mobile Service technician if the technician performs the inspection at the owner's location.

Altec Use Only	
Inspection Labor	0.75 hr
Repair Labor	1.25 hr without partial hose carrier removal
Repair Labor	8.0 hr with partial hose carrier removal
Account #	010.0953.43151.000.9080.000
Travel	Not included
NHTSA Code	98
Prime Fail P/N	None
Doc Ref	074900728

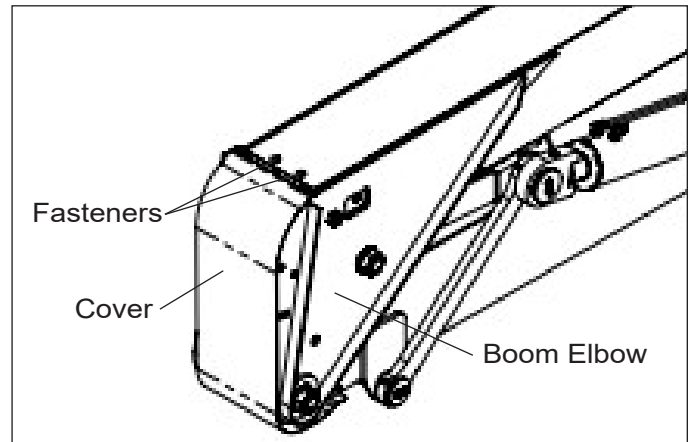
Parts Kit	Part Number	Qty	Warranty
Instructions, Upper Boom Hose Sock Securement	074900728	1	n/a

The repair is covered under the Altec Warranty Policy and must be performed by Altec. Altec will perform the work for free at an Altec facility. 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 repair at the owner's location. If the inspection indicates that the upper boom hose carrier requires partial removal, the repair must be performed by Altec at an Altec facility equipped with work platform steps or a scissor lift of sufficient height to reach the boom elbow.

### Inspection Procedure

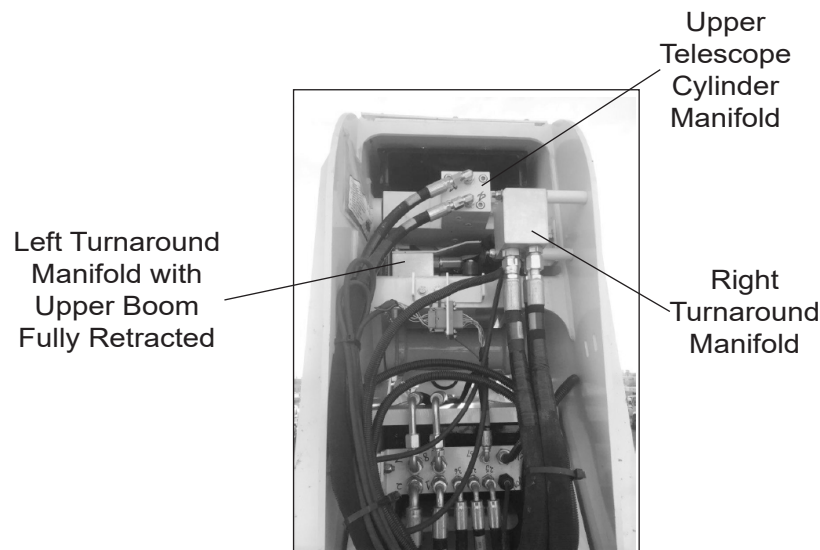
Normal mechanic's hand tools including a tape measure are required for the inspection. Read and understand all steps of the instructions before beginning the procedure.

1. Position the unit on a level surface. Apply the parking brake and chock the wheels. Turn off the engine and remove the key from the ignition.
2. Remove the fasteners at the top of the boom elbow cover (refer to Figure 1) and allow the cover to unfold and hang down. Retain the fasteners for reuse.



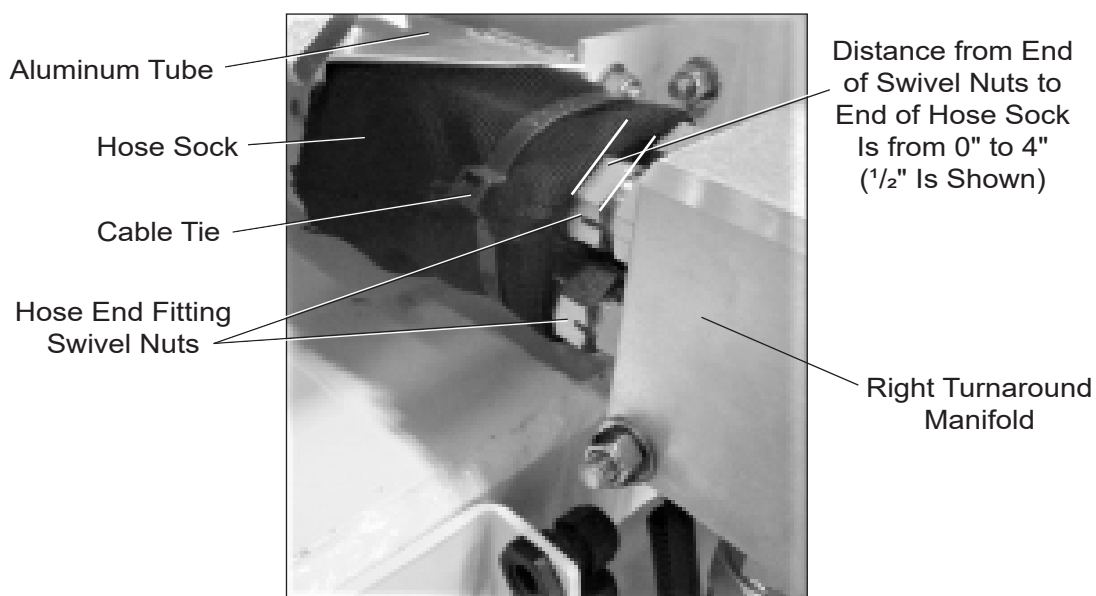
**Figure 1 – Opening Boom Elbow Cover**

3. Look at the position of the left turnaround manifold in the elbow opening.
  - If the left manifold is positioned as shown in Figure 2, the upper boom is fully retracted. Proceed to step 4.
  - If the left manifold is farther inside the boom than shown in Figure 2, the upper boom is not fully retracted. Retract it as described below.
    - a. Start the engine and engage the unit's hydraulic system.
    - b. Move the aerial device/outriggers selector at the tailshelf to Outriggers.
    - c. Properly set the outriggers.
    - d. Move the aerial device/outriggers selector to Aerial Device.
    - e. Unlatch the manual upper boom restraint, if equipped.
    - f. Using the lower controls, raise the upper boom a few inches above the upper boom support, fully retract the upper boom, and lower the upper boom back to the upper boom support.
    - g. Latch the manual upper boom restraint, if equipped.
    - h. Disengage the unit's hydraulic system.
    - i. Turn off the engine and remove the key from the ignition.

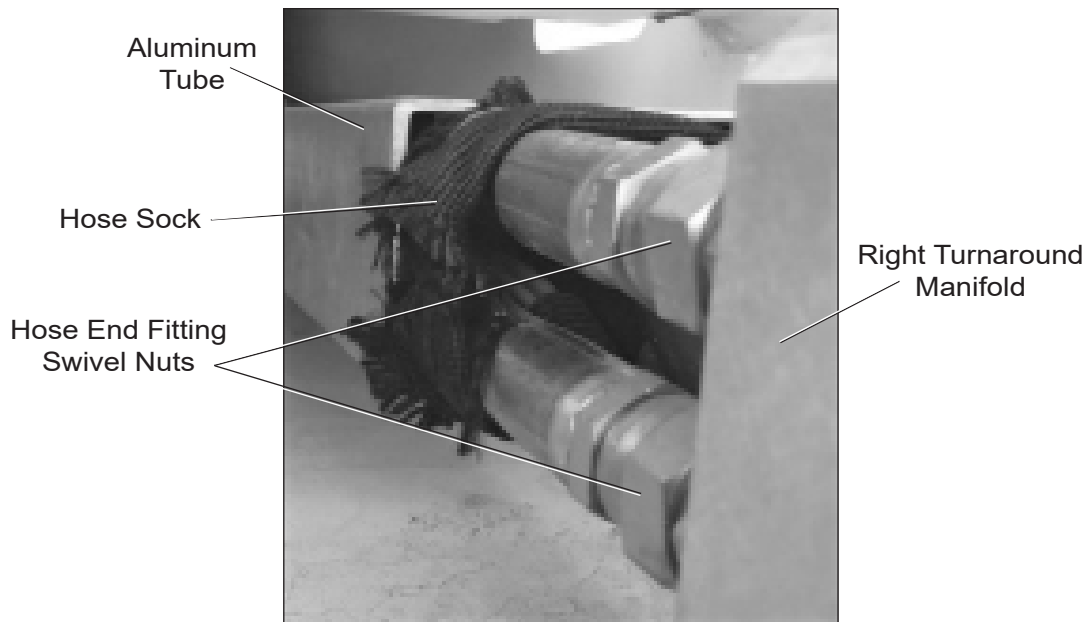


**Figure 2 – Components in Boom Elbow**

4. Locate the right turnaround manifold in the elbow opening (refer to Figure 2). Inspect the fabric hose sock installed over the hoses that are connected to the back side of this manifold and take the described measurement if necessary.
- The hose sock is properly secured if BOTH of the following conditions are true (refer to Figure 3).
    - The hose sock has one or two cable tie(s) around it near the end.
    - The distance from the end of the hose end fitting swivel nuts to the end of the hose sock is from 0" to 4".
  - The hose sock needs to be secured if EITHER of the following conditions is true (refer to Figure 4).
    - The hose sock has no visible cable tie(s) around it near the end.
    - The distance from the end of the hose end fitting swivel nuts to the end of the hose sock is greater than 4".



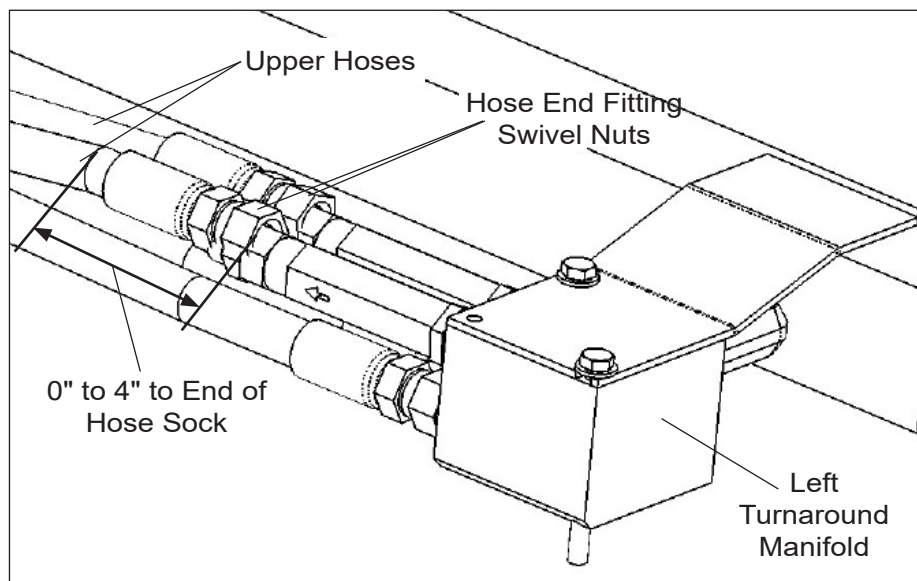
**Figure 3 – Properly Secured Hose Sock at Right Manifold**



**Figure 4 – Unsecured Hose Sock at Right Manifold**

5. Locate the left turnaround manifold in the elbow opening (refer to Figure 2). Inspect the fabric hose sock installed over the hoses that are connected to the back side of this manifold and take the described measurement if necessary.

- The hose sock is properly secured if BOTH of the following conditions are true (refer to Figure 5).
  - The hose sock has one or two cable tie(s) around it near the end.
  - The distance from the end of the hose end fitting swivel nuts on the two upper hoses to the end of the hose sock is from 0" to 4".
- The hose sock needs to be secured if EITHER of the following conditions is true.
  - The hose sock has no visible cable tie(s) around it near the end.
  - The distance from the end of the hose end fitting swivel nuts on the two upper hoses to the end of the hose sock is greater than 4".



**Figure 5 – Properly Secured Hose Sock Position at Left Manifold**

6. Install the boom elbow cover.

7. Determine the required action a, b, or c as shown in Figure 6 based on the inspection results in steps 4 and 5.

Hose Sock at Right Manifold		Hose Sock at Left Manifold		
Securing Not Required	Securing Required	Securing Not Required	Securing Required	
X		X		a
	X	X		b
X			X	c
	X		X	c

**Figure 6 – Inspection Results and Required Actions**

Required Action:

- a. Return the unit to service. Complete the Inspection Sheet at the end of this SIL and return it to Altec as specified.
- b. Call 1-877-GO ALTEC (1-877-462-5832) to schedule to have the unit repaired according to the part number 074900728 Instructions for Upper Boom Hose Sock Securement. This can be done by an Altec Mobile Service technician or at an Altec facility. Partial removal of the upper boom hose carrier is not required. Return the unit to service until the repair is performed. Do not complete the Inspection Sheet at the end of this SIL.
- c. Call 1-877-GO ALTEC (1-877-462-5832) to schedule to have the unit repaired according to the part number 074900728 Instructions for Upper Boom Hose Sock Securement. This must be done at an Altec facility equipped with work platform steps or a scissor lift of sufficient height to reach the boom elbow. Take the unit out of service until the repair is performed. Do not complete the Inspection Sheet at the end of this SIL.

# SIL 764 Inspection Sheet

Complete this form and return it to Altec to document inspection completion only if both ends of the hose sock are properly secured.

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/](http://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](mailto:product.safety@altec.com)
- FAX to 1-877-659-9929



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

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.