



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 attached serial number list.

January 29, 2021

Dear Altec Owner,

Altec Industries, Inc. has developed a product improvement which relates to LS40/45 aerial devices built from 2004 through 2015.

Refer to SIL 782 for the items covered under the warranty policy. Altec will supply the necessary parts to correct this condition free of charge.

In order to determine if your unit is affected by SIL 782, compare the serial number of your unit with the list of affected units attached to 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.
HiLine Operations
Duluth, MN

SIL 782

Service Information Letter

January 29, 2021

Units Affected: LS40/45 aerial devices built from 2004 through 2015 (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)

Extension Cylinder Update

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

Altec has discovered there may be inadequate weld fusion between the extension cylinder rod and rod end on the affected units. This can lead to failure of the weld. Altec has developed a process to have the cylinder rod end attachment repaired by the cylinder manufacturer.

Altec requires the repair to be completed on the affected units by the next annual preventive maintenance interval or within one year of receipt of the SIL. The actions required are listed below.

- Remove the cylinder from the unit according to the Extension Cylinder Removal Procedure beginning on page 2 of the SIL or contact Altec Service to remove the cylinder.
- Document the Altec part number and serial number shown on the cylinder.
- Contact Altec Service to schedule the return of the cylinder to the manufacturer for repair and receive the pickup date and time and estimated turnaround time. Provide the numbers from step b.
- Contact Altec Parts to order two part number 201465000 lock nuts.
- Obtain or fabricate a suitable pallet to support the full length of the cylinder, and attach the cylinder to the pallet. LS40 cylinder is about 136 lb and 138" long. LS45 cylinder is about 160 lb and 162" long.
- Attach the shipping label furnished by Altec Service to the package.
- The C.H. Robinson transport company will pick up the package.
- Receive the repaired cylinder from the manufacturer.
- Install the repaired cylinder on the unit according to Extension Cylinder Installation Procedure beginning on page 4 of the SIL or contact Altec Service to install the cylinder.
- Perform a Structural Load Test according to Section 9 of the unit's maintenance manual.

Altec Use Only	
Inspection labor	0.0 hr
Repair labor	7.0 hr
Account #	010.0953.43151.000.9117.000
Travel	Not included
NHTSA code	98
Prime fail P/N	002110212, 002110226, 970177574, 970186080
Doc ref	N/A

Altec Use Only			
Parts Kit	Part No.	Qty	Warranty
3/4-16 UNF Lock Nut	201465000	2	Yes

This repair is covered under the Altec Warranty Policy. The cylinder removal, installation, and load testing can be performed by Altec, the customer, or the customer's warranty provider. Any repairs to the cylinder found necessary by the cylinder manufacturer other than the rod end weld and seal kit replacement are not covered under warranty. Altec will perform the cylinder removal, installation, and load testing for free at an Altec facility. If the customer or the customer's warranty provider performs this work, a warranty claim must be submitted to be reimbursed for the cost of the labor. Altec will allow up to \$630 for the labor to perform the cylinder removal, installation, and load testing. Altec Service will coordinate the shipping of the cylinder and Altec will pay for the shipping cost. Call 1-877-GO ALTEC (1-877-462-5832) to schedule the work to be done by an Altec service technician or to schedule the return of the cylinder. Customers are responsible for the travel costs of an Altec Mobile Service technician if the technician performs the work at the owner's location.

Extension Cylinder Removal Procedure

Normal mechanic's hand tools, hydraulic plugs and caps, and a hoist and sling rated for at least 200 lb are required for this procedure. Read and understand all steps of the instructions before beginning the procedure.

Setup

1. Position the unit on a level surface. Apply the parking brake and chock the wheels. Engage the unit's hydraulic system.
2. Use the lower controls to rotate the boom to the best position for working on the boom tip and place the boom in the horizontal position. Extend the upper boom about 30" so the pin connecting the rod end of the extension cylinder to the fiberglass boom is visible.
3. Disengage the unit's hydraulic system and turn off the engine.

Removing Cylinder

4. Install a strap to restrain the upper boom from extending when the cylinder is removed.
5. Remove the platform tip guard. Keep the fasteners for reuse.
6. Remove the six cap screws and nuts holding the platform end weldment to the upper boom. Leave the platform end weldment on the upper boom. Keep the fasteners for reuse.
7. Remove the two cap screws connecting the rod end of the extension cylinder to the lower boom near the turntable (refer to Figure 1). Keep the cap screws for reuse. Discard the nuts.

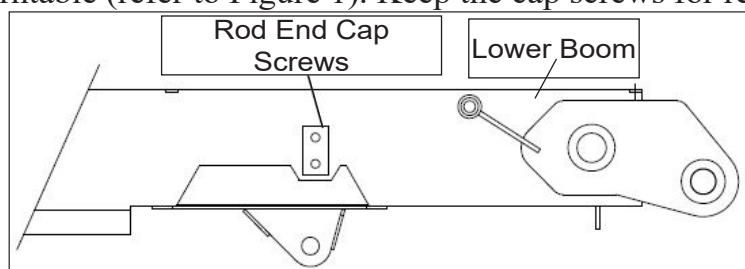


Figure 1 — Disconnecting Cylinder from Lower Boom

8. Start the engine and engage the unit's hydraulic system. Use the lower controls to fully retract the cylinder.

**WARNING**

Death or serious injury can result from hydraulic oil being injected into the flesh when loosening or disconnecting hydraulic components. Wear appropriate personal protective equipment. Remove the pressure before loosening or disconnecting hydraulic components.

Seek immediate medical attention if injured by escaping hydraulic oil. Serious infection or reaction can result if medical treatment is not given immediately.

Spilled hydraulic oil creates slick surfaces and can cause personnel to slip and/or fall. Keep the unit and work areas clean.

9. Turn off the engine. Move the ignition key to the On position without starting the engine.
10. Use the lower controls to operate the upper boom extend and retract functions several times to relieve any fluid pressure in the hoses connected to the cylinder.
11. Disengage the hydraulic system. Turn off the ignition.
12. Locate the two hydraulic hoses that run from the base end of the extension cylinder to the upper control valve at the boom tip. Disconnect the hoses from the valve. Plug the hose ends and cap the fittings on the valve. Keep the hoses for reuse.
13. Remove the pin connecting the base end of the extension cylinder to the upper boom. Keep the pin and retaining rings for reuse.

**WARNING**

Death or serious injury can result from uncontrolled movement. Properly support a component before loosening fasteners and removing the component.

14. Gently pull on the two extension cylinder hoses to start sliding the cylinder out of the upper boom end. When the base end of the cylinder is out of the boom end, use a hoist and sling to support the cylinder and continue to slide the cylinder out of the upper boom. Lower the cylinder to the ground.
15. Document the Altec part number and serial number shown on the cylinder.
15. Install one cap screw and nut to retain the platform end weldment to the upper boom. Leave the upper boom restraint strap in place.
16. Store the boom. Take the unit out of service.
17. Package the cylinder for shipment, using the shipping label provided by Altec Service.

Extension Cylinder Installation Procedure

Normal mechanic's hand tools and a hoist and sling rated for at least 200 lb are required for this procedure. Read and understand all steps of the instructions before beginning the procedure.

Setup

1. Position the unit on a level surface. Apply the parking brake and chock the wheels. Engage the unit's hydraulic system.
2. Use the lower controls to rotate the boom to the best position for working on the boom tip and place the boom in the horizontal position.
3. Disengage the unit's hydraulic system and turn off the engine.

Installing Cylinder

4. Remove the cap screw and nut holding the platform end weldment to the upper boom. Retain the fasteners for reuse.
5. Confirm that the mounting holes in the rod end and base end of the repaired extension cylinder are parallel with each other. Rotate the rod end if necessary for proper alignment.
6. Apply anti-seize compound to the mounting holes in the rod end and base end of the cylinder.
7. Using the hoist and sling to support the extension cylinder, begin sliding it into the upper boom end. Continue to slide the cylinder in until the block on the base end is inside the end of the fiberglass boom.
8. Connect the two hoses to the fittings on the base end of the cylinder and on the upper control valve in the boom tip. Use the hydraulic power source to extend the cylinder about 30".
9. Start the engine and engage the hydraulic system.
10. Use the lower controls to extend the cylinder until the mounting holes in the rod end are aligned with the mounting holes in the side of the lower boom.
11. Turn off the engine and disengage the hydraulic system.
12. Apply anti-seize compound to the two cap screws. Install the cap screws to connect the rod end of the extension cylinder to the lower boom. Install the new lock nuts on the cap screws and properly torque the fasteners.
13. Remove the restraint from the upper boom.
14. Manually move the upper boom in or out until the mounting holes in the side of the fiberglass are aligned with the mounting hole in the base end of the extension cylinder.

15. Apply anti-seize compound to the cylinder mounting pin. Install the pin to connect the base end of the extension cylinder to the upper boom. Install the retaining rings on the pin.
16. Install the six cap screws and nuts to attach the platform end weldment to the upper boom.
17. Install the platform tip guard using the original fasteners.

Testing and Completion

18. Start the engine and engage the hydraulic system.
19. Using the lower controls, extend and retract the upper boom several times to fill the cylinder with oil and check for proper operation and any leaks. Make any necessary corrections.
20. Perform a 1.5 to 1 structural test as described in Section 9 of the unit's maintenance manual.
21. Return the unit to service.
22. Complete the evaluation sheet at the end of the SIL showing the completion of the repair, and return it to Altec as specified.

THIS PAGE IS FOR ALTEC USE ONLY

Altec Service Procedure for returning cylinder to JARP for repair

1. Service: Click [here](#) to open the Cylinder Shipping Request form. Fill out all the fields on the form, and click Submit to send an email to Materials and Parts.
2. Materials: Do the following.
 - a. Contact C.H. Robinson to request pickup of the cylinder at the requested location and obtain the pickup date and time.
 - LS40 cyl (002110212 or 970186080) is about 136 lb and 138“ long plus pallet.
 - LS45 cyl (002110226 or 970177574) is about 160 lb and 162“ long plus pallet.
 - b. Make a shipping label with the shipping address shown below.

JARP RE
Attn: Kristofer Manhart
7811 West Stewart Ave.
Wausau, WI 54401
 - c. Notify Service of the pickup date and time and give them the shipping label.
3. Parts: Do the following.
 - a. Issue a PO to JARP for the cylinder repair. per quote #R1479-3.
 - b. Contact the associate shown below at JARP to obtain the estimated turnaround time for the cylinder repair.

Kristofer Manhart
Phone: 715-804-5077 ext 617
Cell: 715-348-9741
Email: kmanhart@jarpind.com
 - c. Notify Service of the estimated turnaround time.
4. Service: Provide the following items to the customer or the Service associate responsible for shipping the cylinder.
 - a. Pickup date and time
 - b. Estimated turnaround time
 - c. Shipping label

SIL 782 Extension Cylinder Evaluation 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 through Altec Connect.

Model	Altec Unit Serial Number	Date Repaired Completed

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.