



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.

February 26, 2021

Dear Altec Owner,

Altec Industries, Inc. has developed a product improvement which relates to AT37-G and AT40-G aerial devices built between 2016 and 2018 and mounted on a Ford F550 60" CA chassis. Refer to SIL 794 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 794, 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.
Elizabethtown Operations
Elizabethtown, KY

SIL 794

Service Information Letter

February 26, 2021

Units Affected: AT37-G and AT40-G aerial devices built between 2016 and 2018 and mounted on a Ford F550 60" CA chassis (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)

Rear Shear Plate Fastener Inspection

Altec is committed to providing our customers safe and 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 suspension U-bolt. The fastener can be a HuckBolt or a hex bolt and nut. Movement of the U-bolt can possibly cause damage to the HuckBolt or hex bolt and nut resulting in the fastener being broken off.

Altec requires the customer to perform an inspection of the rear shear plates on both sides of the subbase to determine if HuckBolts or hex bolts and nuts were installed and if there is interference with the U-bolts. This inspection should be completed no later than 90 days after the receipt of this SIL. Use the inspection procedure beginning on page 2.

This inspection and repair are covered under the Altec Warranty Policy and 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 parts and/or labor. Altec will allow up to \$135 for the labor to perform the inspection and 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.

Altec Use Only	
Inspection labor	0.5 hr
Repair labor	1.0 hr
Account #	010.0447.43151.881.0000.000
Travel	Not Included
NHTSA code	98
Prime fail P/N	n/a
Doc ref	074900743, 074900744

Altec Use Only			
Parts Kit	Part Number	Qty	Warranty
Plug Kit	991251493	1	Yes
Bolt Kit	991251495	1	Yes

Inspection Procedure

Normal mechanics hand tools including a flashlight and 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.
2. Locate the rear shear plates on both sides of the subbase, visible inside the rear wheel wells (refer to Figure 1).

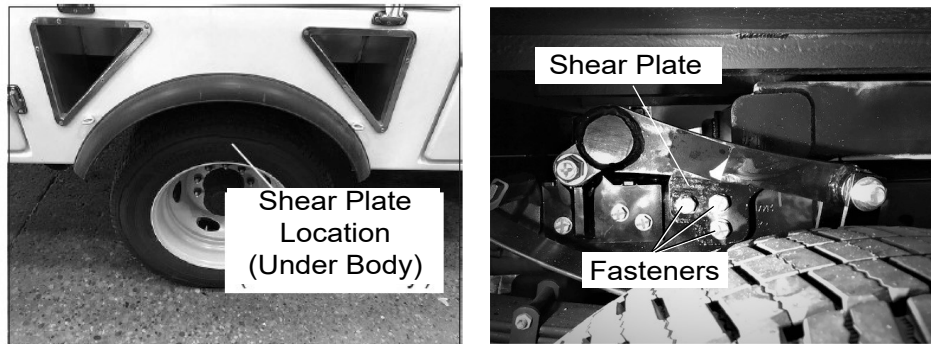


Figure 1 — Shear Plate Location

3. Measure the distance from the rear of the subbase to the front of the shear plate (refer to Figure 2) on both the curb side and street side of the chassis.
 - If the distance is between 2" and 4" proceed to step 4.
 - If the distance is greater than 4", call 1-877-GO ALTEC (1-877-462-5832) to order the Plug Kit, p/n 991251493 (includes parts for both sides), and schedule the installation to be completed within 30 days of the inspection. Do not complete the Evaluation Sheet at the end of the SIL. Proceed to step 6.

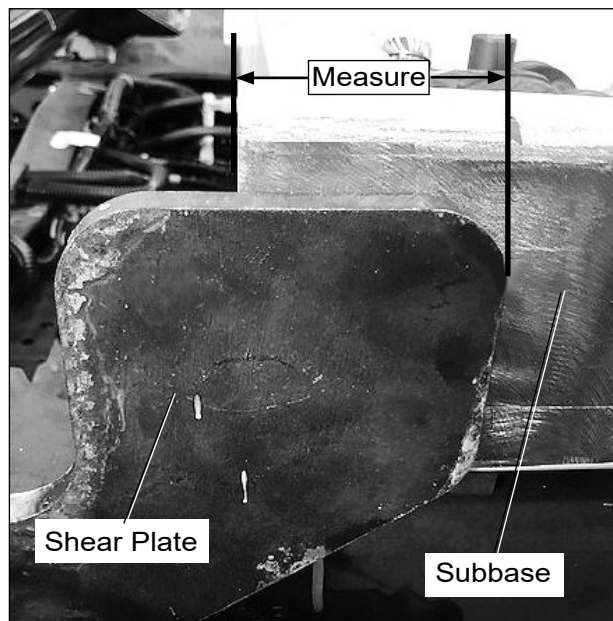


Figure 2 — Measuring Shear Plate Position

4. Visually inspect the rear shear plate on both sides of the subbase to determine the type of fasteners used.
 - If the fasteners are HuckBolts (refer to Figure 3), proceed to step 5.
 - If the fasteners are hex bolts and nuts (refer to Figure 4), complete the Evaluation Sheet at the end of the SIL. Proceed to step 6.

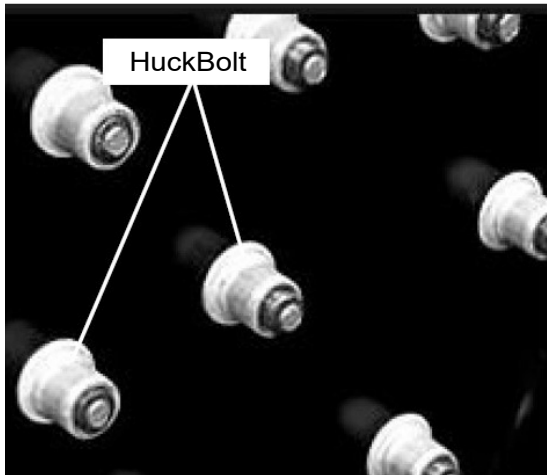


Figure 3 — HuckBolt Fasteners

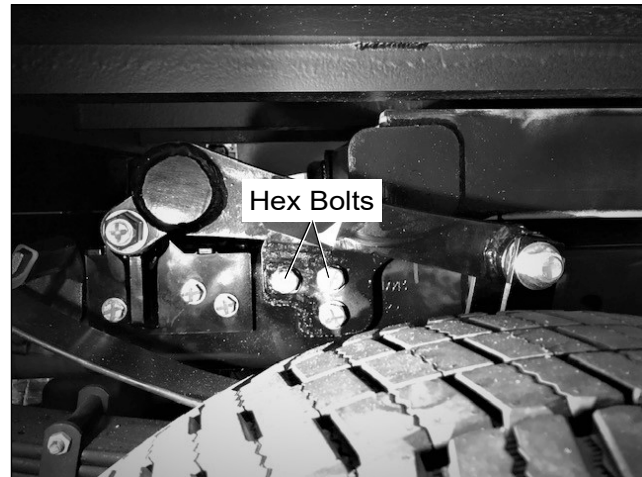


Figure 4 — Hex Bolt and Nut Fasteners

5. Visually inspect the HuckBolts. If needed, use soap and water or a suitable cleaning solution to remove dirt and debris from the shear plates and HuckBolts. Using a flashlight, look for signs of chassis suspension U-bolt interference with any of the HuckBolts, such as denting or metal chipping (refer to Figure 5).
 - If no sign of interference is observed, complete the Evaluation Sheet at the end of the SIL. Proceed to step 6.
 - If interference is observed, call 1-877-GO ALTEC (1-877-462-5832) to order the Bolt Kit, p/n 991251495 (includes parts for both sides), and schedule the installation of the kit within 30 days of the inspection. The kit will replace the HuckBolts with hex bolts and nuts. Do not complete the Evaluation Sheet at the end of the SIL. Proceed to step 6.

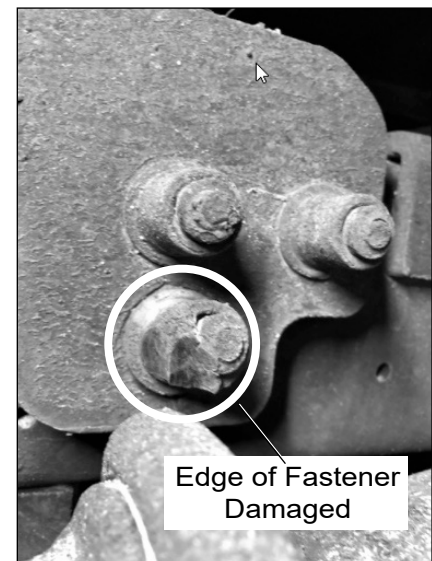


Figure 5 — Damaged Fastener

6. Return the unit to service.

SIL 794 Shear Plate Fastener 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 through Altec Connect.

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.