



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.**

April 9, 2021

Dear Altec Owner,

Altec Industries, Inc. has developed a product improvement which relates to AC40 cranes equipped with a personnel platform built between February 2014 and November 2020.

Refer to SIL 796 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 796, 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.



# Service Information Letter

April 9, 2021

Units Affected: AC40 cranes equipped with a personnel platform built between February 2014 and November 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))

## Platform Yoke Inspection

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

Altec has discovered that cracks may have formed in the yoke of the platform assembly on some units. Although the cracks do not compromise the structural integrity of the platform assembly, Altec will provide a replacement yoke if cracks are found.

Altec requires the platform yoke to be inspected on each unit. The inspection and repair must be completed no later than 90 days after receipt of this SIL. Use the Inspection Procedure beginning on page 2. If the yoke does not pass the inspection, remove the platform assembly from service. Order the Platform Yoke Replacement Kit, part number 991283643, by calling 1-877-GO ALTEC (1-877-462-5832). Return the unit to service without the platform assembly, and install the kit as soon as it is received.

The inspection and repair are covered under the Altec Warranty Policy and can be performed by Altec, the customer, or the customer's warranty provider. The repair requires lifting equipment rated for 250 pounds to replace the yoke if the platform is installed on the boom tip or 750 pounds if the platform is stowed on the bed of the unit. After completing the repair, a 150% proof test is required with 1,800 pounds of test load evenly distributed in the platform. Altec will perform the inspection and repair for free at an Altec facility. If the customer or the customer's warranty provider performs the work, a warranty claim must be submitted to be reimbursed for the cost of the parts and/or labor. Altec will allow up to \$45 for the labor to perform the inspection and up to \$540 for the labor to perform the kit installation. 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 work at the owner's location.

Altec Use Only	
Inspection labor	0.5 hr
Repair labor	6.0 hr
Account #	010.0994.43151.477.0000.000
Travel	Not included
NHTSA code	98
Prime fail P/N	970420871
Doc ref	074900757

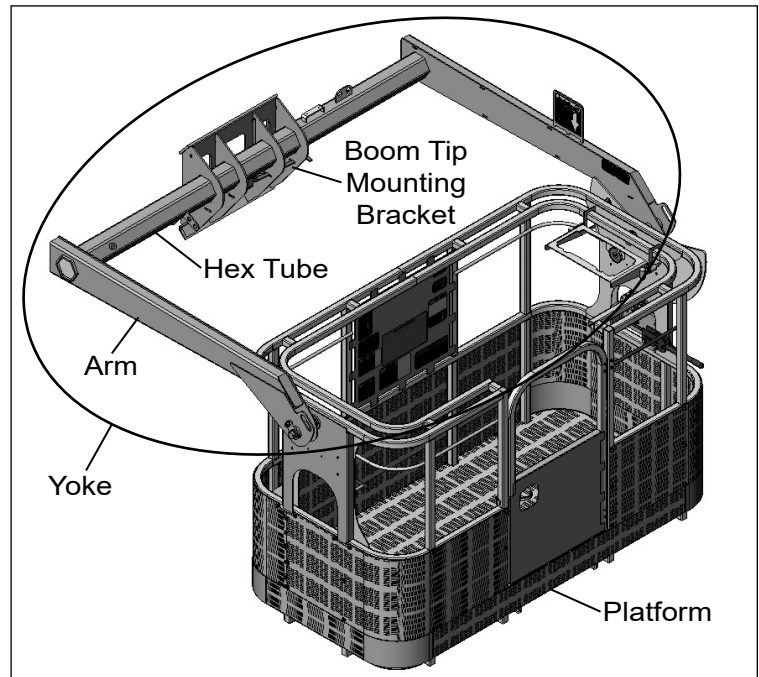
Altec Use Only			
Parts Kit	Part No.	Qty	Warranty
Platform yoke replacement kit	991283643	1	Yes

## Inspection Procedure

A cleaning solution and rags and a bright light are required for this procedure. Read and understand all steps of the instructions before beginning the procedure.

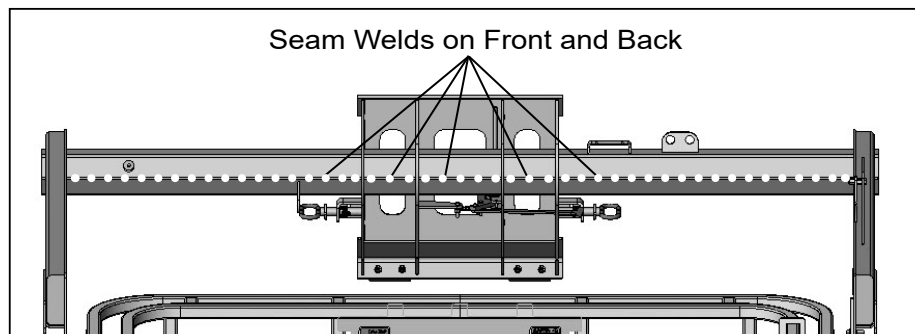
1. Position the unit on a level surface. Apply the parking brake and chock the wheels.
2. Determine where the platform assembly is located.
  - If the platform assembly is stored on the bed of the unit, proceed to step 3.
  - If the platform assembly is attached to the boom tip, position it for inspection.
    - a. Engage the unit's hydraulic system.
    - b. Properly set the outriggers in the full span configuration.
    - c. Move the boom to position the platform close to the ground.
    - d. Disengage the unit's hydraulic system.
3. Turn off the engine and remove the key from the ignition.

4. Thoroughly clean the welded joints of the yoke all along the front and back of the hex tube and all around the outside of the hex tube where it is welded to the arms and to the boom tip mounting bracket (refer to Figure 1). Remove all dirt, grease, and other contaminants.

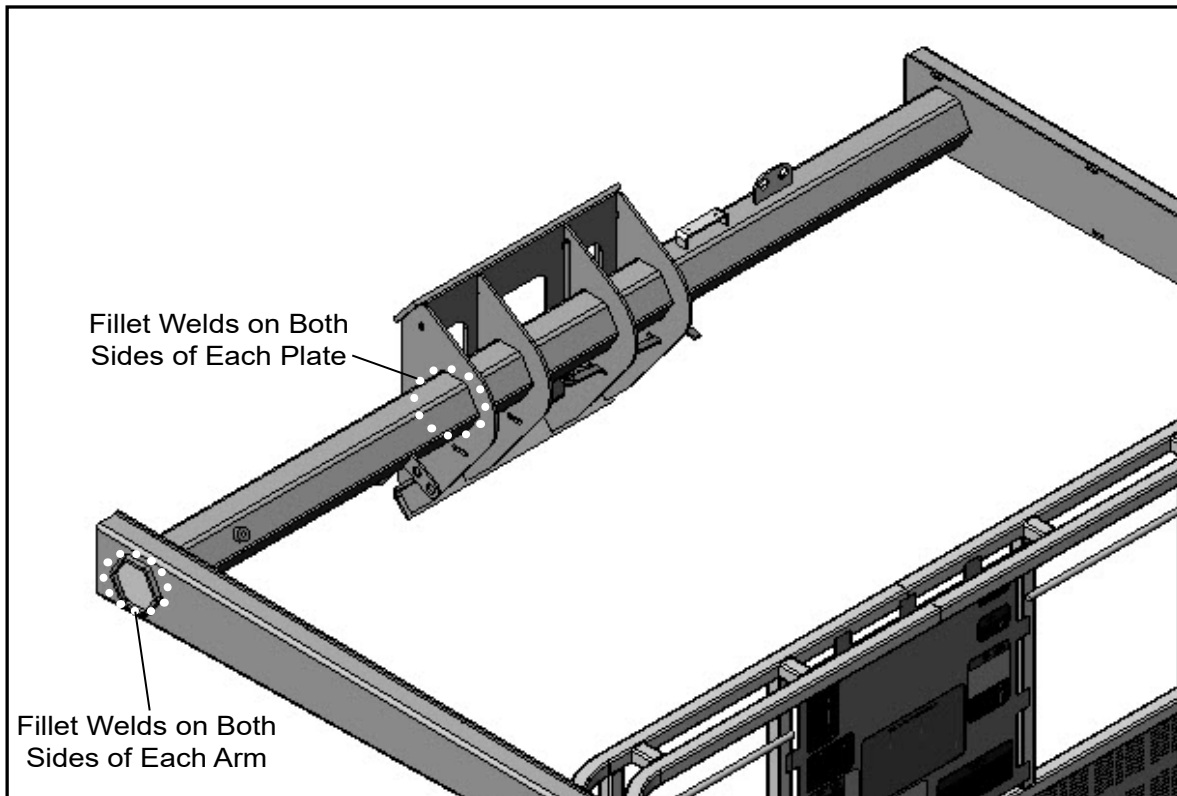


**Figure 1 – Platform Assembly**

5. Using a bright light, inspect for visible cracks in the welds and at the weld-to-parent material joints at the locations on the yoke specified below.
  - Seam welds all along the front and back of the hex tube (refer to Figure 2)
  - Fillet welds all around the hex tube on both sides of each arm (refer to Figure 3)
  - Fillet welds all around the hex tube on both sides of the four plates in the boom tip mounting bracket (refer to Figure 3)



**Figure 2 – Inspecting Seam Welds**



**Figure 3 – Inspecting Fillet Welds**

6. Review the inspection results.

- If no cracks were found, the yoke has passed the inspection. If the boom was unstowed, stow the boom and the outriggers. Return the unit to service. Complete the Inspection Sheet at the end of the SIL.
- If any cracks were found, remove the platform assembly from the unit and take the platform assembly out of service. If the boom was unstowed, stow the boom and the outriggers. Order the Platform Yoke Replacement Kit, part number 991283643, by calling 1-877-GO AL-TEC (1-877-462-5832). Return the unit to service without the platform assembly, and install the kit as soon as it is received. **Do not** complete the Inspection Sheet at the end of the SIL.

7. Continue to inspect the platform assembly regularly as required by the Shift/Monthly Inspection Checklist located in the Appendix of the Operator's Manual.

# SIL 796 Platform Yoke 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/](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!*

\*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.