

Service Information Letter

June 7, 2021

Units Affected: Certain AH125 aerials built between 2018 to 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)

Upper Boom Hose Carrier Inspection

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

Altec has learned that the affected units have bolted joints on the upper boom hose carrier mountings which can fail and allow the hose carrier to come loose within the boom. This can cause damage to the hose carrier and result in unplanned down time.

Altec requires that the upper boom hose carrier mountings on each unit be inspected. The inspection must be completed no later than the next periodic maintenance interval or 30 days from the receipt of this SIL, whichever comes first. Use the inspection procedure beginning on page 2.

If any of the inspection criteria are not met, order and install the Upper Hose Carrier Hardware Kit, part number 991304712, by calling 1-877-GO ALTEC (1-877-462-5832).

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. 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 or repair, 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 inspection and \$180 for the labor to perform this repair. Call 1-877-GO ALTEC (1-877-462-5832) to schedule the work to be done by an Altec service technician. This repair may not be able to be completed by an Altec Mobile Service technician. If it is determined that a mobile technician can complete the repair, customers are responsible for the travel costs of a technician if the technician performs the inspection and/or repair at the owner’s location.

| Altec Use Only | |
|------------------|-----------------------------|
| Inspection labor | 0.5 hr |
| Repair labor | 2.0 hr |
| Account # | 010.1953.43151.635.0000.000 |
| Travel | Not included |
| NHTSA code | 98 |
| Prime fail P/N | N/A |
| Doc ref | 074900759 |

| Altec Use Only | | | |
|---------------------------------------|-----------|-----|----------|
| Kit Description | Part No. | Qty | Warranty |
| AH125 upper hose carrier hardware kit | 991304712 | 1 | Yes |

Inspection Procedure

1. Position the unit on a level surface. Apply the parking brake and turn off the engine. Remove the key from the ignition and secure it. Chock the wheels. Follow your employer's vehicle lockout/tagout procedure.
2. Place a welding blanket or other protective covering over the hood to protect against dropped hardware or tools.
3. Position a ladder or other elevated work platform (scaffold, aerial device, etc.) to access the boom elbow (refer to Figure 1).

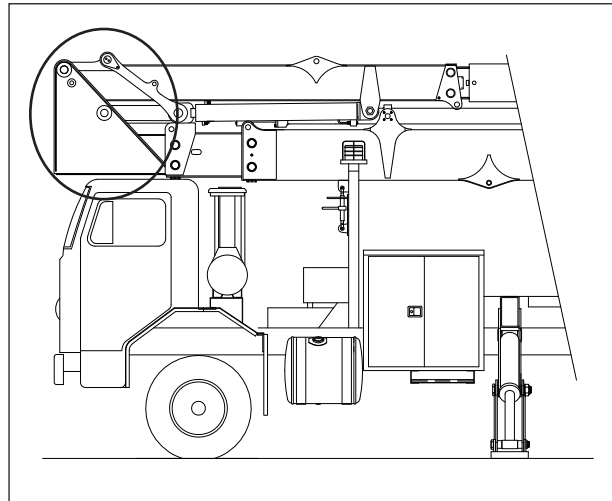


Figure 1 — Boom Elbow

4. Inspect the exterior elbow between the lower and upper booms to determine if the hex nut is present (refer to Figure 2). Complete the inspection on both the curb side and the street side.
 - If both hex nuts are present, proceed to step 5.
 - If either of the hex nuts is not present, proceed to step 11.



Figure 2 — Elbow Inspection for Hex Nut

5. Remove the fasteners securing the top of the boom elbow cover. Set the fasteners aside for reuse (refer to Figure 3). Allow the elbow cover to hang.
6. Push the hoses and fiber optic cables toward the curb side to allow enough clearance to remove the street side hose carrier bolt (refer to Figure 4). Take care not to damage the hoses or other components.
7. Using a $\frac{1}{16}$ open-ended wrench on the exterior and a $\frac{1}{16}$ socket on the interior, torque the fasteners to 26 ft-lbs.
8. Repeat steps 6 and 7 on the curb side.
9. Complete the Inspection Sheet at the end of this document to record SIL completion.
10. Install the removed cover and return the unit to service. This is the end of this inspection.
11. Proceed with this step only if the hex nuts are not present at the elbow (refer to step 4). Take the unit out of service. Order the Upper Hose Carrier Hardware Kit and install it on the unit. Do not complete the Inspection Sheet at the end of this document.



Figure 3 — Elbow Cover Removal



Figure 4 — Hose Carrier Fasteners

SIL 804 Upper Boom Hose Carrier 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 |
|-------|--------------------------|----------------|
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| | | |

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.