



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.

Dear Altec Owner,

Altec Industries, Inc. has developed a product improvement as described in the included Service Information Letter (SIL). According to our records, you own one or more units this applies to.

Refer to the included SIL for the items covered under the Altec warranty policy.

Compare the serial number of your unit to the included list of affected units to verify that your unit is affected. You may also 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) to update the records.

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 811

Service Information Letter

June 15, 2021

Units Affected: Certain AT35/37-G and AT40-G aerial devices built between February 2008 and January 2016 (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)

Hydraulic Oil Reservoir Heater Wiring Update – SIL 811

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 power wiring for the 12V hydraulic oil reservoir heater which may be insufficient to carry the electrical current required to operate the heater. This may result in damage to the unit's Power Distribution Module (PDM), causing the oil heater to stop operating. A kit has been developed to update the oil heater power wiring to carry the necessary current.

Altec requires this kit to be installed on the affected units no later than the next preventive maintenance interval or 90 days from the receipt of this SIL, whichever comes first. Call 1-877-GO ALTEC (1-877-462-5832) to order the Heater Rewire Kit for SIL 811, part number 991270584.

This repair 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 repair for free at an Altec facility. 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. Altec will allow up to \$90 for the labor to perform the 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 repair at the owner's location.

Altec Use Only	
Inspection labor	0.0 hr
Repair labor	1.0 hr
Account #	010.0557.43151.668.0000.000
Travel	Not included
NHTSA code	98
Prime fail P/N	N/A
Doc ref	074900761

Altec Use Only			
Parts Kit	Part No.	Qty	Warranty
Heater Rewire Kit for SIL 811	991270584	1	Yes



Altec Industries, Inc.
Elizabethtown Operations
Elizabethtown, KY

SIL 812

Service Information Letter

June 15, 2021

Units Affected: Certain AT35/37-G and AT40-G aerial devices built between February 2008 and January 2016 (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)

Hydraulic Oil Reservoir Heater Wiring Update – SIL 812

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 power wiring for the 12V hydraulic oil reservoir heater which may be insufficient to carry the electrical current required to operate the heater. This may result in damage to the unit's Power Distribution Module (PDM), causing the oil heater to stop operating. A kit has been developed to update the oil heater power wiring to carry the necessary current.

Altec requires this kit to be installed on the affected units no later than the next preventive maintenance interval or 90 days from the receipt of this SIL, whichever comes first. Call 1-877-GO ALTEC (1-877-462-5832) to order the Heater Rewire Kit for SIL 812, part number 991270589.

This repair 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 repair for free at an Altec facility. 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. Altec will allow up to \$90 for the labor to perform the 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 repair at the owner's location.

Altec Use Only	
Inspection labor	0.0 hr
Repair labor	1.0 hr
Account #	010.0557.43151.668.0000.000
Travel	Not included
NHTSA code	98
Prime fail P/N	N/A
Doc ref	074900762

Altec Use Only			
Parts Kit	Part No.	Qty	Warranty
Heater Rewire Kit for SIL 812	991270589	1	Yes



Altec Industries, Inc.
Elizabethtown Operations
Elizabethtown, KY

SIL 813

Service Information Letter

June 15, 2021

Units Affected: Certain AT35/37-G and AT40-G aerial devices built between February 2008 and January 2016 (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)

Hydraulic Oil Reservoir Heater Wiring Update – SIL 813

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 power wiring for the 12V hydraulic oil reservoir heater which may be insufficient to carry the electrical current required to operate the heater. This may result in damage to the unit's Power Distribution Module (PDM), causing the oil heater to stop operating. A kit has been developed to update the oil heater power wiring to carry the necessary current.

Altec requires this kit to be installed on the affected units no later than the next preventive maintenance interval or 90 days from the receipt of this SIL, whichever comes first. Call 1-877-GO ALTEC (1-877-462-5832) to order the Heater Rewire Kit for SIL 813, part number 991270592.

This repair 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 repair for free at an Altec facility. 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. Altec will allow up to \$90 for the labor to perform the 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 repair at the owner's location.

Altec Use Only	
Inspection labor	0.0 hr
Repair labor	1.0 hr
Account #	010.0557.43151.668.0000.000
Travel	Not included
NHTSA code	98
Prime fail P/N	N/A
Doc ref	074900763

Altec Use Only			
Parts Kit	Part No.	Qty	Warranty
Heater Rewire Kit for SIL 813	991270592	1	Yes



Altec Industries, Inc.
Elizabethtown Operations
Elizabethtown, KY

SIL 814

Service Information Letter

June 15, 2021

Units Affected: Certain AT35/37-G and AT40-G aerial devices built between February 2008 and January 2016 (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)

Hydraulic Oil Reservoir Heater Wiring Update – SIL 814

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 power wiring for the 12V hydraulic oil reservoir heater which may be insufficient to carry the electrical current required to operate the heater. This may result in damage to the unit's Power Distribution Module (PDM), causing the oil heater to stop operating. A kit has been developed to update the oil heater power wiring to carry the necessary current.

Altec requires this kit to be installed on the affected units no later than the next preventive maintenance interval or 90 days from the receipt of this SIL, whichever comes first. Call 1-877-GO ALTEC (1-877-462-5832) to order the Heater Rewire Kit for SIL 814, part number 991270594.

This repair 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 repair for free at an Altec facility. 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. Altec will allow up to \$90 for the labor to perform the 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 repair at the owner's location.

Altec Use Only	
Inspection labor	0.0 hr
Repair labor	1.0 hr
Account #	010.0557.43151.668.0000.000
Travel	Not included
NHTSA code	98
Prime fail P/N	N/A
Doc ref	074900764

Altec Use Only			
Parts Kit	Part No.	Qty	Warranty
Heater Rewire Kit for SIL 814	991270594	1	Yes



Altec Industries, Inc.
Elizabethtown Operations
Elizabethtown, KY

SIL 815

Service Information Letter

June 15, 2021

Units Affected: Certain AT35/37-G and AT40-G aerial devices built between February 2008 and January 2016 (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)

Hydraulic Oil Reservoir Heater Wiring Update – SIL 815

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 power wiring for the 12V hydraulic oil reservoir heater which may be insufficient to carry the electrical current required to operate the heater. This may result in damage to the unit's Power Distribution Module (PDM), causing the oil heater to stop operating. A kit has been developed to update the oil heater power wiring to carry the necessary current.

Altec requires this kit to be installed on the affected units no later than the next preventive maintenance interval or 90 days from the receipt of this SIL, whichever comes first. Call 1-877-GO ALTEC (1-877-462-5832) to order the Heater Rewire Kit for SIL 815, part number 991270596.

This repair 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 repair for free at an Altec facility. 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. Altec will allow up to \$90 for the labor to perform the 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 repair at the owner's location.

Altec Use Only	
Inspection labor	0.0 hr
Repair labor	1.0 hr
Account #	010.0557.43151.668.0000.000
Travel	Not included
NHTSA code	98
Prime fail P/N	N/A
Doc ref	074900765

Altec Use Only			
Parts Kit	Part No.	Qty	Warranty
Heater Rewire Kit for SIL 815	991270596	1	Yes



Altec Industries, Inc.
Elizabethtown Operations
Elizabethtown, KY

SIL 816

Service Information Letter

June 15, 2021

Units Affected: Certain AT35/37-G and AT40-G aerial devices built between February 2008 and January 2016 (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)

Hydraulic Oil Reservoir Heater Wiring Update – SIL 816

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 power wiring for the 12V hydraulic oil reservoir heater which may be insufficient to carry the electrical current required to operate the heater. This may result in damage to the unit's Power Distribution Module (PDM), causing the oil heater to stop operating. A kit has been developed to update the oil heater power wiring to carry the necessary current.

Altec requires this kit to be installed on the affected units no later than the next preventive maintenance interval or 90 days from the receipt of this SIL, whichever comes first. Call 1-877-GO ALTEC (1-877-462-5832) to order the Heater Rewire Kit for SIL 816, part number 991270600.

This repair 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 repair for free at an Altec facility. 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. Altec will allow up to \$90 for the labor to perform the 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 repair at the owner's location.

Altec Use Only	
Inspection labor	0.0 hr
Repair labor	1.0 hr
Account #	010.0557.43151.668.0000.000
Travel	Not included
NHTSA code	98
Prime fail P/N	N/A
Doc ref	074900766

Altec Use Only			
Parts Kit	Part No.	Qty	Warranty
Heater Rewire Kit for SIL 816	991270600	1	Yes



Altec Industries, Inc.
Elizabethtown Operations
Elizabethtown, KY

SIL 817

Service Information Letter

June 15, 2021

Units Affected: Certain AT35/37-G and AT40-G aerial devices built between February 2008 and January 2016 (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)

Hydraulic Oil Reservoir Heater Wiring Update – SIL 817

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 power wiring for the 12V hydraulic oil reservoir heater which may be insufficient to carry the electrical current required to operate the heater. This may result in damage to the unit's Power Distribution Module (PDM), causing the oil heater to stop operating. A kit has been developed to update the oil heater power wiring to carry the necessary current.

Altec requires this kit to be installed on the affected units no later than the next preventive maintenance interval or 90 days from the receipt of this SIL, whichever comes first. Call 1-877-GO ALTEC (1-877-462-5832) to order the Heater Rewire Kit for SIL 817, part number 991270605.

This repair 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 repair for free at an Altec facility. 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. Altec will allow up to \$90 for the labor to perform the 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 repair at the owner's location.

Altec Use Only	
Inspection labor	0.0 hr
Repair labor	1.0 hr
Account #	010.0557.43151.668.0000.000
Travel	Not included
NHTSA code	98
Prime fail P/N	N/A
Doc ref	074900767

Altec Use Only			
Parts Kit	Part No.	Qty	Warranty
Heater Rewire Kit for SIL 817	991270605	1	Yes



Altec Industries, Inc.
Elizabethtown Operations
Elizabethtown, KY

SIL 818

Service Information Letter

June 15, 2021

Units Affected: Certain AT35/37-G and AT40-G aerial devices built between February 2008 and January 2016 (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)

Hydraulic Oil Reservoir Heater Wiring Update – SIL 818

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 power wiring for the 12V hydraulic oil reservoir heater which may be insufficient to carry the electrical current required to operate the heater. This may result in damage to the unit's Power Distribution Module (PDM), causing the oil heater to stop operating. A kit has been developed to update the oil heater power wiring to carry the necessary current.

Altec requires this kit to be installed on the affected units no later than the next preventive maintenance interval or 90 days from the receipt of this SIL, whichever comes first. Call 1-877-GO ALTEC (1-877-462-5832) to order the Heater Rewire Kit for SIL 818, part number 991298976.

This repair 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 repair for free at an Altec facility. 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. Altec will allow up to \$90 for the labor to perform the 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 repair at the owner's location.

Altec Use Only	
Inspection labor	0.0 hr
Repair labor	1.0 hr
Account #	010.0557.43151.668.0000.000
Travel	Not included
NHTSA code	98
Prime fail P/N	N/A
Doc ref	074900768

Altec Use Only			
Parts Kit	Part No.	Qty	Warranty
Heater Rewire Kit for SIL 818	991298976	1	Yes