



Altec Industries, Inc.
 Creedmoor Operations
 Creedmoor, NC

SIL 806

Service Information Letter

June 28, 2021

Units Affected: Rear-mounted LR7 units built from May 2019 to April 2021 (Verify your unit serial number is affected by reviewing the attached list in this SIL or by accessing your fleet on connect.altec.com/login)

Platform Ribs Inspection

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

Altec has learned that the affected units have reports of the platform ribs separating from the platform shell near the bottom of the platform. The separation can be caused by excessive bouncing from road vibration if the upper boom is not properly secured.

Altec recommends the platform be inspected using the procedure beginning on page 2.

A repair kit, part number 991298748, can be ordered by calling Altec at 1-877-GO ALTEC (1-877-462-5832), option 1.

If the platform does not require repair, complete the Inspection Sheet at the end of this document.

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 work 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 \$22.50 for the labor to perform the inspection and up to \$135 for 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 inspection and repair at the owner's location.

| Altec Use Only | |
|------------------|-----------------------------|
| Inspection labor | 0.25 hr |
| Repair labor | 1.5 hr |
| Account # | 010.1026.43151.455.0000.000 |
| Travel | Not included |
| NHTSA code | 98 |
| Prime fail P/N | 990577019; 990439893 |
| Doc ref | 074900775 |

| Altec Use Only | | | |
|---------------------------------------|-----------|-----|----------|
| Kit Description | Part No. | Qty | Warranty |
| SIL 806 - modular platform repair kit | 991298748 | 1 | Yes |

Inspection Procedure

1. Position the unit on a level surface. Apply the parking brake and chock the wheels.
2. Decide which platform position will be used for inspection of the platform ribs.
 - If the ribs will be inspected with the boom stowed, disengage the PTO and turn off the engine. Remove the key from the ignition and secure it. Follow your employer's vehicle lockout/tagout procedure.
 - If ribs will be inspected from the ground, properly set the outriggers. Unstow the booms and articulate them to position the platform near the ground. Disengage the PTO and turn off the engine. Remove the key from the ignition and secure it. Follow your employer's vehicle lockout/tagout procedure.
3. Visually inspect the platform ribs where they attach to the outside of the platform shell near the bottom of the platform without removing the outer controls cover (refer to Figure 1). Inspect the outboard side and inboard side edges of both ribs for separation cracks between the rib structure and the platform shell (refer to Figure 2).
 - If there are no cracks, complete the Inspection Sheet at the end of this document to record completion.
 - If separation cracks are present in the lower portion of the platform rib (below the rib reinforcement), do the following.
 - Order repair kit, part number 991298748, by calling Altec at 1-877-GO ALTEC (1-877-462-5832), option 1. Do not complete the Inspection Sheet at the end of this document.
 - The unit can remain in service.
 - If separation or damage is present above the rib reinforcement or elsewhere on the platform, contact Altec Technical Support at 1-877-GO ALTEC (1-877-462-5832), option 4. Remove the unit from service. Do not complete the Inspection Sheet at the end of this document.

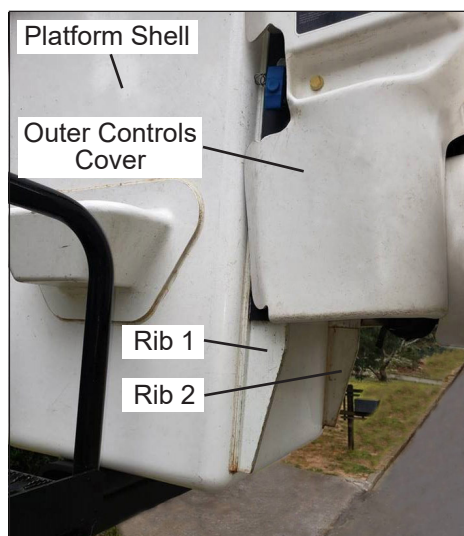


Figure 1 — Platform

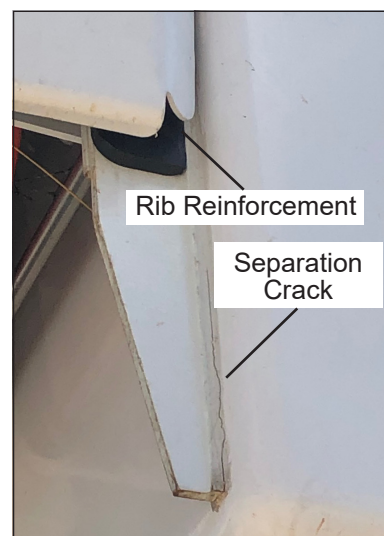


Figure 2 — Separation Crack

4. If the booms were unstowed, stow the booms and retract the outriggers.

SIL 806 Platform Ribs Inspection Sheet

Complete this form and return to Altec to document 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.