



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.



Service Information Letter

July 28, 2021

Units Affected: AT37/41/48 M/ME/P/PE/S/SE aerial devices built from June 2015 to March 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)

Platform Leveling Bracket Inspection

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

Some customers have reported the failure of some of the rotary actuator mounting cap screws in the platform leveling bracket on the affected units. Reports have also been received of cracks developing in the platform leveling bracket where the rotary actuator is attached. Testing by Altec has shown that these situations will not lead to the platform becoming detached from the boom.

Altec requires the platform leveling bracket assembly to be inspected as described in the Inspection Procedure beginning on page 2. If the inspection discovers any missing or damaged rotary actuator mounting cap screws or any cracks in the leveling bracket, the unit must be taken out of service until the repair specified at the end of the Inspection Procedure is completed. The repair may include the replacement of the platform leveling bracket with a new design bracket that has increased material thickness and a redesigned rotary actuator mounting cap screw arrangement.

The inspection and any resulting repairs must be completed no later than the unit's next preventive maintenance interval or one year from the receipt of this SIL, whichever comes first.

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. The repair requires lifting equipment rated for at least 500 pounds. If the repair includes replacing the platform leveling bracket, a 1.5 to 1 structural test must be performed after completing the repair. This requires up to 900 pounds of test load for the platform, and an additional 525 pounds of test load for the material handling jib, if equipped. Altec will perform the inspec-

Altec Use Only	
Inspection labor	1.0 hr
Repair labor	1.0 hr for bolts only, 7.25 hr for kit
Account #	010.1026.43151.475.0000.000
Travel	Not included
NHTSA code	98
Prime fail P/N	N/A
Doc ref	074900755

Altec Use Only			
Parts Kit	Part No.	Qty	Warranty
AT M or ME, painted, no platform elevator	991026537	1	Yes
AT M or ME, galvanized, no platform elevator	991026554	1	Yes
AT M or ME, galvanized, platform elevator	991026571	1	Yes
AT P or PE, painted, no platform elevator	991026584	1	Yes
AT P or PE, galvanized, no platform elevator	991026587	1	Yes
AT P or PE, painted, platform elevator	991026603	1	Yes
AT P or PE, galvanized, platform elevator	991026609	1	Yes
AT S or SE, painted, material handling jib	991026619	1	Yes
AT S or SE, painted, no material handling jib	991026627	1	Yes
AT M or ME, painted, platform elevator	991026634	1	Yes

tion 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 \$90 for the labor to perform the inspection, up to \$90 for the labor to perform cap screw replacement only, and up to \$652.50 for the labor to install the leveling bracket replacement kit.

Call 1-877-GO ALTEC (1-877-462-5832) option 3 to schedule the work to be done by an Altec Mobile Service technician or option 2 to schedule the work to be done at an Altec facility. Customers are responsible for the travel costs of an Altec Mobile Service technician if the technician performs the inspection and/or repair at the owner's location. An Altec Mobile Service technician may not be equipped with the weights required to perform the structural testing.

Please ensure that the recommended procedures shown below are followed to achieve the maximum service life of the unit, including the platform attachment.

- Operators perform a preoperational inspection of the unit to detect potential service and safety issues at the beginning of each shift before going out on the job, as described in Section 4 of the unit's Operator's Manual. The area at the top of the platform leveling bracket can be visually inspected through the access hole(s) in the leveling bracket covers.
- Operators stow the booms and platform correctly before road travel as described in Section 5 of the unit's Operator's Manual.
- Maintenance personnel perform scheduled unit inspections including the platform mounting structure and fastener inspections according to the Preventive Maintenance and Inspection Checklist contained in the Appendix of the unit's Maintenance Manual.

Inspection Procedure

Normal mechanic's hand tools including a calibrated, click-type torque wrench rated for at least 200 foot-pounds, cleaning solution, rags, and a bright light are required for this 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. Engage the unit's hydraulic system and properly set the outriggers.
2. Move the boom to position the platform near the ground.
3. Disengage the unit's hydraulic system and turn off the engine. Remove the key from the ignition and secure it. Follow your employer's vehicle lockout/tagout procedure.
4. Remove the left hand and right hand platform leveling bracket covers (refer to Figure 1). Do not remove any other covers, and do not remove the jib, if equipped, even though those items are shown removed in Figure 1.

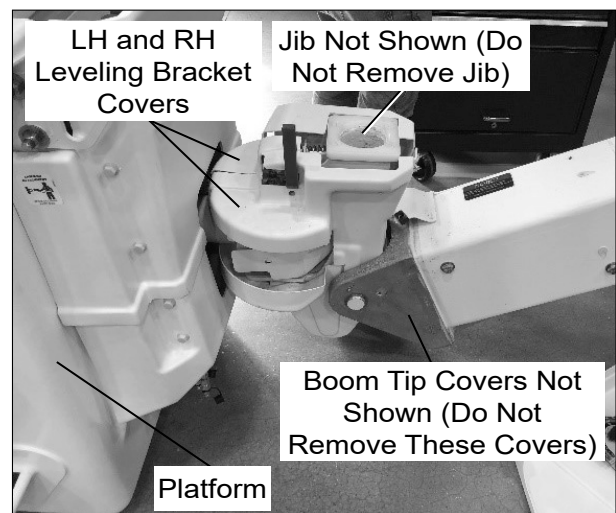


Figure 1 – Platform Area

5. Visually inspect the top of the platform leveling bracket to check whether any of the six rotary actuator mounting cap screws are missing (refer to Figure 2). If any cap screws are missing, proceed to step 11.
6. Thoroughly clean the top plate of the leveling bracket. Using a bright light, inspect the top plate for any visible cracks (refer to Figure 3). If there are any cracks, proceed to step 11.

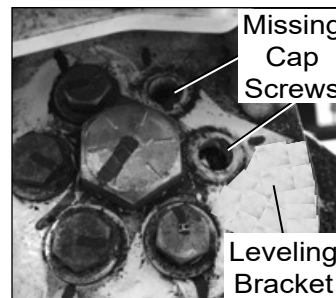


Figure 2 – Inspecting Cap Screws

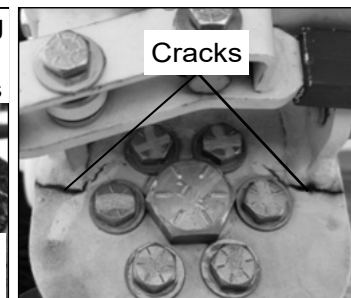


Figure 3 – Inspecting For Cracks

7. Torque the six rotary actuator mounting cap screws to 23 foot-pounds (90 percent of the normal installation torque) in a circular pattern. If none of the cap screws turn before the wrench clicks, proceed to step 11.
8. Torque the rotary actuator mounting cap screws to 26 foot-pounds in a star pattern. If a cap screw breaks before reaching this torque, proceed to step 11.

9. Torque the single large cap screw in the center to 200 ft-lb while holding the nut securely with a wrench.
10. Torque the six rotary actuator mounting cap screws to 26 foot-pounds in a circular pattern.
11. Review the inspection results.
 - If no cracks or cap screw issues were found, reinstall the platform leveling bracket covers and put the unit back into service. Complete the Inspection Sheet at the end of the SIL and return it to Altec.
 - If there are no cracks in the platform leveling bracket but one or more cap screws are missing or damaged, take the unit out of service. Determine the number of replacement cap screws and washers required. Call 1-877-GO ALTEC (1-877-462-5832) to order the required quantity of each of the parts shown in Figure 4. Install the fasteners when they are received, reinstall the leveling bracket covers and put the unit back into service. Complete and return the postage-paid return card showing the completion of the fastener installation or confirm completion on-line using the instructions on the card, entering 970031464 as the kit part number. Do not complete the Inspection Sheet at the end of the SIL.

Quantity	Part Number	Description
as reqd.	970031464	3/8-16 x 1” long Grade 8 hex head cap screw with patch
as reqd.	020401207	3/8” hardened flat washer
1	074900760	reply card

Figure 4 – Fastener Replacement Items

- If there are any cracks in the platform leveling bracket, take the unit out of service. Refer to the serial number placard on the unit to determine the model number, and verify whether the unit is painted or galvanized. For a model number ending in “M” or “P,” verify if the platform is equipped with a platform elevator. For a model number ending in “S,” verify if the platform is equipped with a material handling jib. Determine the required Leveling Bracket Replacement Kit part number from Figure 5 based on the model and options. Call 1-877-GO ALTEC (1-877-462-5832) to order the corresponding kit. Install the kit when it is received and put the unit back into service. Do not complete the Inspection Sheet at the end of the SIL.

Model	Equipped with Platform Elevator	Equipped with Material Handling Jib	Kit Part Number	
			Painted Unit	Galvanized Unit
AT37/41/48M or ME	Yes		991026634	991026571
	No		991026537	991026554
AT37/41/48P or PE	Yes		991026603	991026609
	No		991026584	991026587
AT37/41/48S or SE		Yes	991026619	
		No	991026627	

Figure 5 – Leveling Bracket Replacement Kits

SIL 798 Platform Leveling Bracket 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.