



# Service Information Letter

August 6, 2021

Units Affected: LS60 aerial devices built from February 2018 to February 2021 (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)

## Turntable Hoses Inspection

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

Some customers have reported chafing occurring on hoses at the rear of the turntable. Chafing can lead to hose rupture and the loss of hydraulic fluid. Investigation determined that improper routing or insufficient retention allows these hoses to move too low when the boom is at high angles. This allows them to rub against a cover mounting bracket when the boom is raised or lowered or to contact the corners of the pedestal top plate when the unit is rotated.

Altec has developed a kit to properly secure the hoses to prevent damage, if needed.

Altec requires the hose routing to be inspected on the affected units no later than the next periodic maintenance interval or 60 days from the receipt of this SIL, whichever comes first. Use the Inspection Procedure beginning on page 2. This inspection is simple and can be completed by a customer in less than 30 minutes.

If the inspection criteria are not met, call 1-877-GO ALTEC (1-877-462-5832) option 1 to order the Hose Securing Kit, part number 991332766, and any required replacements for damaged hoses. Install the kit and hoses within 90 days of the receipt of this SIL.

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. 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 \$45 for the labor to perform the inspection, up to \$45 for the labor to install the kit, and up to \$360 for the labor to replace the hose(s).

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.

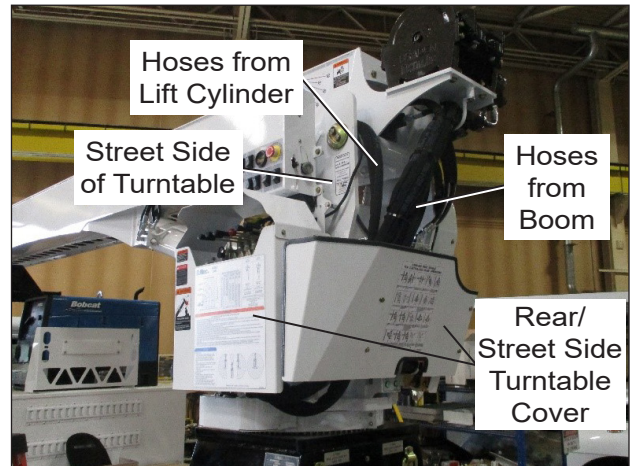
Altec Use Only	
Inspection labor	0.5 hr
Repair labor	0.5 hr for kit instl, 4.0 hr for hose repl.
Account #	010.1953.43151.855.0000.000
Travel	Not included
NHTSA code	98
Prime fail P/N	N/A
Doc ref	074900776

Altec Use Only			
Parts Kit	Part No.	Qty	Warranty
Hose securing kit	991332766	1	Yes

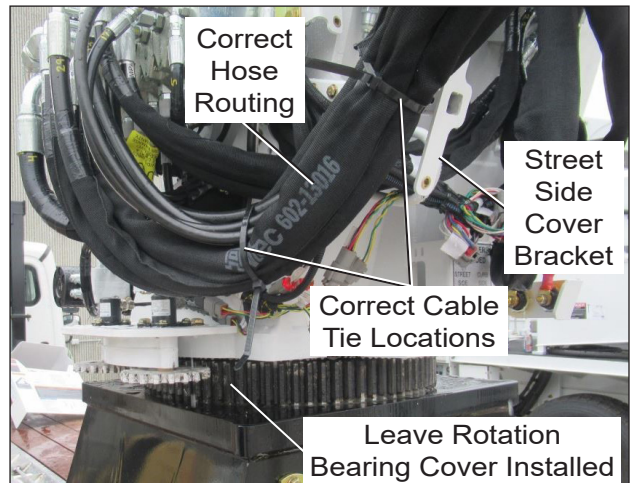
## Inspection Procedure

Normal mechanic's hand tools 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 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. Remove the rear/street side cover from the turntable (refer to Figure 1). Keep the cover and fasteners for reuse.
3. Confirm the routing of the hoses running from the base end of the boom and from the lift cylinder into the street side of the turntable (refer to Figures 1 and 2).
  - Routing of these hoses on the street side of the street side cover mounting bracket as shown in Figure 2 is correct.
  - Routing of these hoses on the curb side of the street side cover mounting bracket is incorrect.
4. Confirm the placement of cable ties around the hoses described in step 3.
  - Placement of cable ties as shown in Figure 2 is correct.
  - Lack of cable ties or placement of cable ties away from the locations shown is incorrect.
5. Inspect the hoses described in step 3 for any chafing.
  - If there is no chafing on any of these hoses, proceed to step 6.
  - If there is chafing on any of these hoses, determine the part number of each damaged hose by referring to the parts pages in the unit's parts manual or in Altec Connect.



**Figure 1 – Rear of Turntable with Cover Installed**



**Figure 2 – Rear of Turntable with Cover Removed**

6. Review the results of steps 3 through 5.

- If the hose routing and cable tie placement are correct and there is no chafing on any of the hoses, install the rear/street side cover on the turntable and put the unit back into service. Complete the Inspection Sheet at the end of the SIL and return it to Altec.
- If the hose routing and/or cable tie placement is incorrect but there is no chafing on any of the hoses, install the rear/street side cover on the turntable and put the unit back into service. Call 1-877-GO ALTEC (1-877-462-5832) option 1 to order the Hose Securing Kit, part number 991332766. Do not complete the Inspection Sheet at the end of the SIL. Install the kit upon receipt.
- If the hose routing and/or cable tie placement is incorrect and there is chafing on any of the hoses, take the unit out of service. Call 1-877-GO ALTEC (1-877-462-5832) option 1 to order the Hose Securing Kit, part number 991332766, and the replacement(s) for the damaged hose(s). Do not complete the Inspection Sheet at the end of the SIL. Install the kit and hose(s) upon receipt.

# SIL 810 Turntable Hoses 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.