



Altec Industries, Inc.  
 Elizabethtown Operations  
 Elizabethtown, KY

SIL 822

# Service Information Letter

August 25, 2021

Units Affected: Certain AT237 and AT248F aerial devices built from April 2017 through 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](http://connect.altec.com/login))

## Hydraulic Hose Routing 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 may have insufficient slack in the hydraulic hoses at the riser between the lower and upper booms, which may lead to hoses rubbing on the metal surface of the riser. This could cause damage to the hoses and result in unplanned downtime.

Altec requires the hydraulic hose routing to be inspected on the affected units no later than the next periodic maintenance interval or 90 days from the receipt of this SIL, whichever comes first. Use the Inspection Procedure beginning on page 2.

If the inspection criteria are not met, call 1-877-GO ALTEC (1-877-462-5832) option 1 to order the Bonded Hose Assembly Replacement Kit, part number 991093546. Install the kit upon receipt.

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 and up to \$270 for the labor to install the 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.

Altec Use Only	
Inspection labor	1.0 hr
Repair labor	3.0 hr
Account #	010.0554.43151.554.0000.000
Travel	Not included
NHTSA code	98
Prime fail P/N	027199336
Doc ref	074900785

Altec Use Only			
Parts Kit	Part No.	Qty	Warranty
Bonded hose assembly repl. kit	991093546	1	Yes

### Inspection Procedure

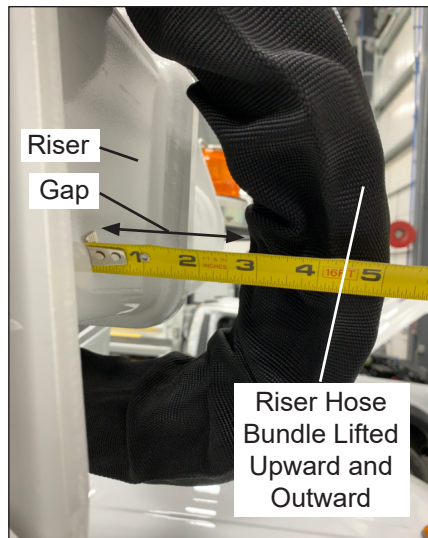
Normal mechanic's hand tools are required for this procedure. Read and understand all steps of the instructions before beginning the procedure.

1. Position the unit on a level surface. Apply the parking brake. Ensure that the booms are fully retracted and stowed. 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. Locate the hose bundle that passes from the arm to the lower boom in front of the riser (refer to Figure 1).



**Figure 1 — Hose Bundle at Riser**

3. Inspect the hose bundle for any wear or damage due to contact with metal edges on or near the riser. Damage would be deformation to the hoses inside the bundle.
  - If the hose bundle is in good condition, proceed to step 4.
  - If there is wear or damage to the hose bundle, proceed to step 8.
4. Gently pull the hose bundle upward and outward away from the riser to allow taking a measurement of its natural slack. Do not force it. Hold the fabric hose sleeve snug against the side of the hoses toward the riser. Use a tape measure to determine the maximum gap between the front of the riser and the side of the hose bundle (refer to Figure 2).
  - If the gap is at least 3 inches, the hoses are routed correctly. Proceed to step 8.
  - If the gap is less than 3 inches, the hose routing is incorrect. Proceed to step 5.
5. Cut off the plastic cable tie retaining the riser hose bundle to the adjacent hose bundle in the turntable (refer to Figure 3).



**Figure 2 —  
Measuring Hose Bundle Gap**



**Figure 3 —  
Removing the Cable Tie**

6. Increase the hose bundle gap at the riser by gently pulling the hose bundle up at the pedestal and turntable and transferring it through the arm to the front of the riser. Do not use excessive force to push or pull the hose bundle. Reattach the riser hose bundle to the adjacent hose bundle in the turntable with a new cable tie.

7. Repeat step 4.

8. Review inspection results.

- If the hoses are not damaged and there is sufficient slack, complete the Inspection Sheet at the end of the SIL and return it to Altec.
- If damage to hoses is found or insufficient slack is found that is not repairable by step 6, take the unit out of service until the kit can be installed. Do not complete the Inspection Sheet at the end of the SIL.
  - Call 1-877-GO ALTEC (1-877-462-5832) option 1 to order the Bonded Hose Assembly Replacement Kit, part number 991093546. Install the kit upon receipt.
  - Call 1-877-GO ALTEC (1-877-462-5832) to schedule the work to be done by Altec.

# SIL 822 Hydraulic Hose Routing Inspection Sheet

Complete this form and return to Altec if all fasteners are correct, not damaged, and tight.

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.