



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

September 24, 2021

Units Affected: AT200A aerial devices built from June 2020 to January 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)

## Mounting Frame 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 discovered that the affected units may have square inside corners rather than rounded inside corners on a mounting frame side plate. The square corners can cause excessive stress levels in the side plate. Over time this could cause cracking of the side plate. Altec has redesigned the mounting frame side plate to have rounded corners, and has developed an update process using a template to add a radius to the corners on units in the field.

Altec requires the mounting frame to be inspected on each unit no later than the next preventive 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 confirms the mounting frame side plate has square corners, call 1-877-GO ALTEC (1-877-462-5832) option 1 to order the Mounting Frame Update Template Kit, part number 991344673. Use the kit to update the mounting frame 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 \$90 for the labor to perform the repair.

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	1.0 hr
Account #	010.0557.43151.576.0000.000
Travel	Not included
NHTSA code	16
Prime fail P/N	991106475
Doc ref	074900793

Altec Use Only			
Parts Kit	Part No.	Qty	Warranty
Mounting frame update template kit	991344673	1	Yes

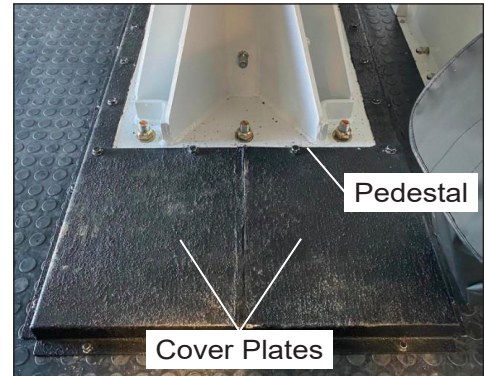
### Inspection Procedure

Normal mechanic's hand tools 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 turn off the engine. Remove the key from the ignition, and secure it following your employer's vehicle lockout/tagout procedure. Chock the wheels.

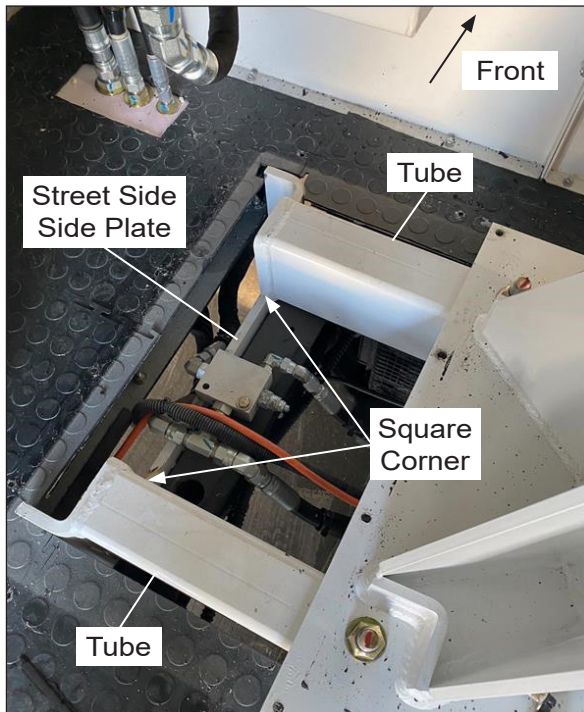
2. Remove the cover plates at the base of the pedestal (refer to Figure 1). Keep the fasteners for reuse.

3. Locate the ½" thick side plate welded to the ends of the 3" x 5" rectangular tubes on the street side of the mounting frame. Inspect the two inside corners of the side plate where the top horizontal edge of the side plate between the tubes approaches the vertical side of each tube.

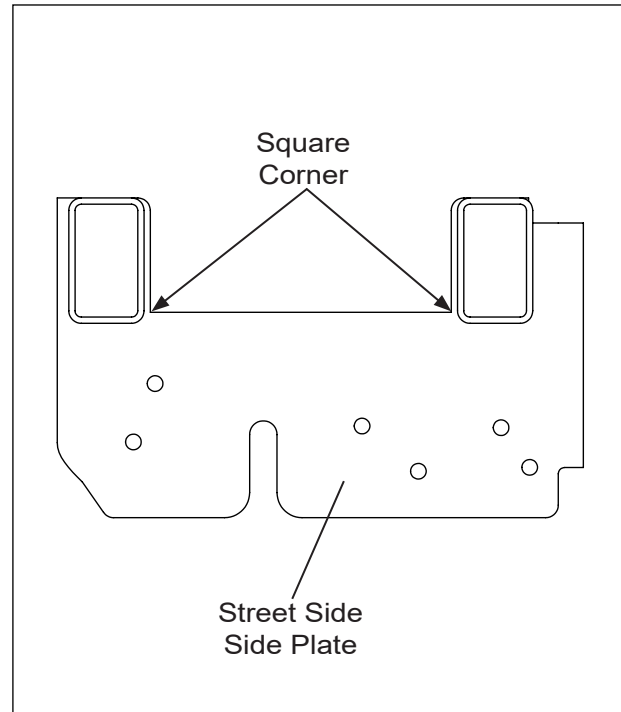


**Figure 1 – Removing Cover Plates**

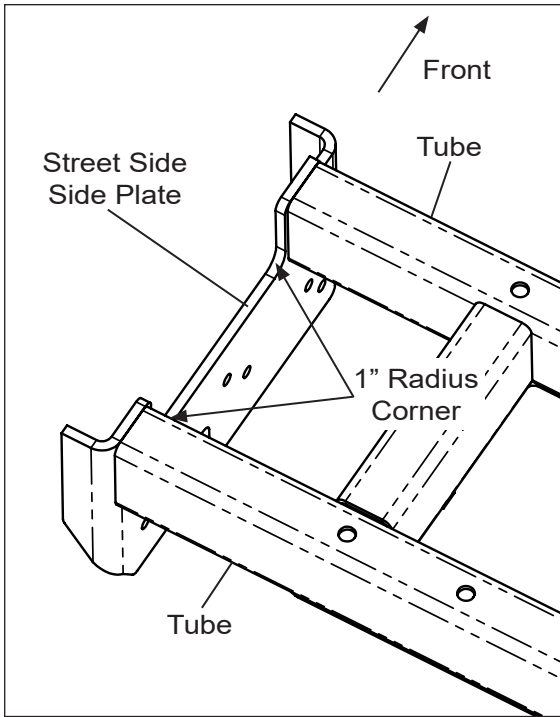
- If the corners are square as shown in Figures 2 and 3, order the kit as specified on page 1. Install the cover plates using the original fasteners, and put the unit back into service. Use the kit to update the mounting frame upon receipt. Do not complete the Inspection Sheet at the end of the SIL. A separate reply card will be provided with the kit to document the completion of the SIL
- If the corners are rounded as shown in Figures 4 and 5, no update is required. Install the cover plates using the original fasteners, and put the unit back into service. Complete the Inspection Sheet at the end of the SIL and return it to Altec.



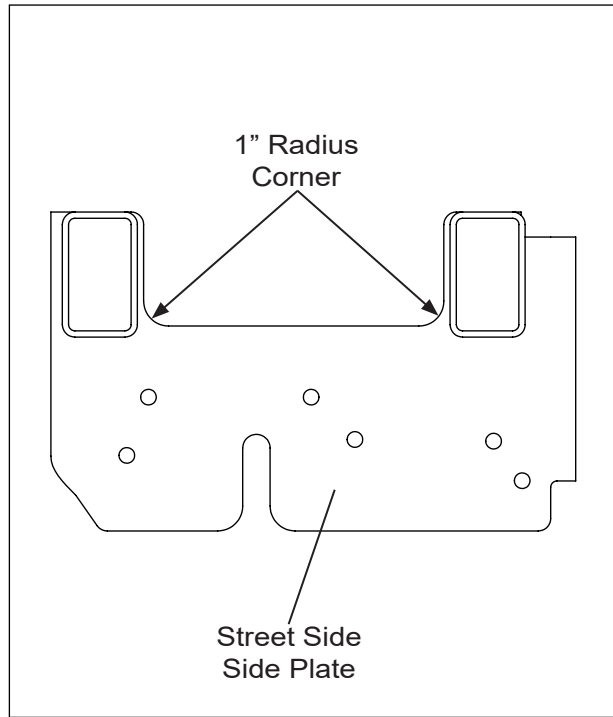
**Figure 2 – Side Plate with Square Corners, Top View**



**Figure 3 – Side Plate with Square Corners, End View**



**Figure 4 – Side Plate with Rounded Corners,  
Top View**



**Figure 5 – Side Plate with Rounded Corners,  
End View**

# SIL 831 Mounting Frame 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.