



Customer Outreach
PO Box 8338
Saint Joseph, MO 64508

product.safety@altec.com
connect.altec.com/login

Phone 1-877-GO ALTEC
Facsimile 1-877-659-9929

This letter applies to your vehicle. Refer to the provided 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 letter for the items covered under the Altec Warranty Policy. If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this letter.

Compare your unit's identifying information with the provided list to verify your unit is affected. You may also contact Altec or view your fleet through Altec Connect to determine if there are any other outstanding notices.

Parts may not be immediately available due to supplier backorder.

If you have sold or retired the unit, update the records through Altec Connect. If you have leased this equipment to another person or company, you are required by Federal Law to forward a copy of this notice to the lessee by first class mail within ten (10) days of the receipt of this notice.

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.



Upper Controls Joystick Replacement

Units Affected: AT238P aerial devices built from November 2020 to September 2021. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that a connection in the upper controls joystick on the affected units can fail due to wire movement during use. If this happens with the boom elevated, the operator in the platform will need another person to use the lower controls to lower the platform. The manufacturer has redesigned the connection and is providing a replacement joystick to eliminate this issue.

Customer Action: Order and install the Joystick Replacement Kit, part number 991460872, or contact Altec to perform this installation. The joystick replacement must be completed no later than the unit's next preventive maintenance interval.

Requirements: This work is estimated to take 1/2 hour for one person to complete.

Completion and Warranty: The repair is covered under the Altec Warranty Policy and can be performed by Altec, the customer, or the customer's warranty provider. Altec will perform the repair for free at an Altec facility. 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, and the original joystick must be returned to Altec for core credit. Altec will allow up to \$45.00 for the labor to perform the repair. The cost of the new joystick will be reimbursed under warranty only if the original joystick is returned. Customers are responsible for the travel costs of an Altec Mobile Service technician if the technician performs the work at the owner's location.

Altec Contact Info:

Altec Connect: connect.altec.com/login



Phone: 1-877-GO ALTEC (1-877-462-5832) | Options: 1 - Parts; 2 - Shop Service; 3 - Mobile Service; 4 - Technical Support; 5 - Global Rental Service Request; 6 - Chassis Repair

Table with 2 columns: Description, Value. Rows include Inspection labor (0.0 hr), Repair labor (0.5 hr), Account # (010.0557.43151.000.9198.000), Travel (Not included), NHTSA code (98), Prime fail P/N (990618699), Doc ref (074900812).

Table with 4 columns: Description, Part No., Qty, Warranty. Row includes Joystick replacement kit (991460872, 1, Yes).