



Customer Outreach  
PO Box 8338  
Saint Joseph, MO 64508

[product.safety@altec.com](mailto:product.safety@altec.com)  
[connect.altec.com/login](https://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.

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.

## Body Compartment Lighting Inspection

**Units Affected:** Certain Altec aerial devices, digger derricks, and body-only units built from 2014 to 2021. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

**Background:** The body compartment wiring on some units contains an in-line fuse located close to the lighting in the compartment, while other units are fused upstream, closer to the power source. Altec has learned that the units affected by this SIL should have an in-line fuse close to the lighting, but this fuse was not installed on some units. In addition, some units may have exposed terminals at the end of certain portions of the wiring in the body. If the exposed terminals make contact with each other or with ground, the resulting direct short could damage the body compartment lighting.

**Customer Action:** Inspect the body compartment lighting circuit at the unit’s next scheduled service interval or within six months of receipt of this SIL, whichever comes first. Use the Inspection Procedure beginning on page 2, or contact Altec to perform the inspection. If repair is required, order and install the required quantity of Compartment Light Wiring Service Kits, part number 991460883, or schedule the installation of the kit(s) by Altec.

**Requirements:** The inspection is estimated to take 30 minutes and one person to complete. The repair is estimated to take one hour and one person to complete per repair kit required. From one to three kits will be required for a specific unit, depending on the results of the inspection.

**Completion and Warranty:** 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 perform the repair. 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](https://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

Altec Use Only	
Inspection labor	0.5 hr
Repair labor	1.0 hr per kit required, 3.0 hr max
Account #	010.0777.43151.000.9214.000
Travel	Not included
NHTSA code	N/A
Prime fail P/N	N/A
Doc ref	074900815

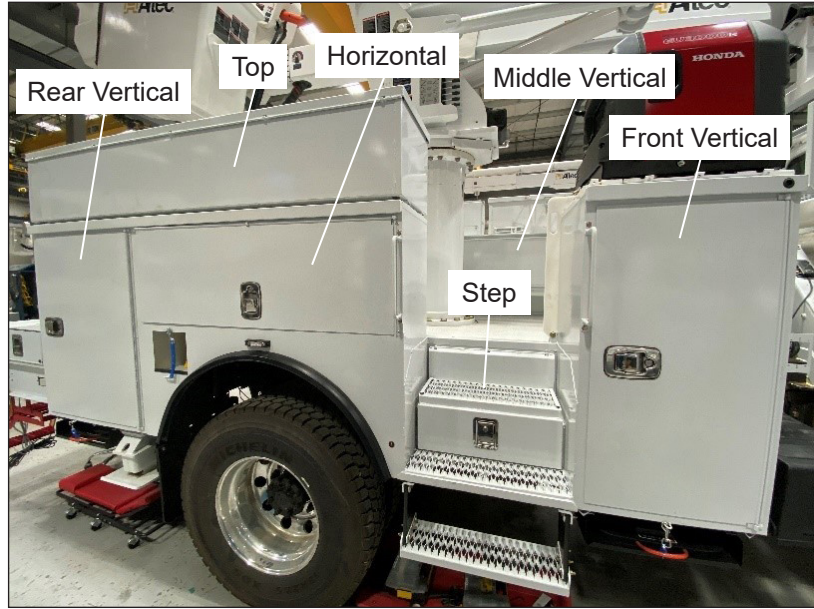
Altec Use Only			
Description	Part No.	Qty	Warranty
Compartment light wiring service kit	991460883	1-3	Yes

**Inspection Procedure:** No 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. Inspect to see if an in-line fuse as shown in Figure 1 is installed in the wiring for the lighting in the applicable body compartments listed in Figure 3. Record the inspection results in Figure 3, including the total number of lighted compartment locations having no fuse installed.



**Figure 1 — In-Line Fuse**



**Figure 2 — Body Compartments**

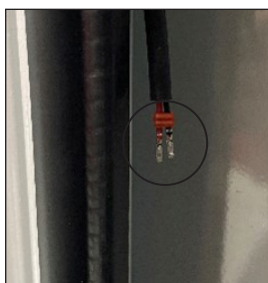
Body Compartment Location (Refer to Figure 2)	Fuse Installed in Wiring
Street side front vertical	Yes   No
Curb side front vertical	Yes   No
If curb side has side access step, next compartment behind step	Yes   No   N/A
Street side lighted compartment on top of main body, if equipped	Yes   No   N/A
Curb side lighted compartment on top of main body, if equipped	Yes   No   N/A
Total Number with No Fuse Installed	_____

**Figure 3 — Fuse Inspection Results**

3. Inside some lighted body compartments, there is a wire branch coming from the strip of LED lights and running part way down the compartment wall that is toward the rear of the chassis. Inspect each compartment to see if there is a wire branch with a connector installed on the end (refer to Figure 4), a wire branch with no connector installed on the end (refer to Figure 5), or no wire branch present. Record the inspection results in Figure 6, including the total number of ends with no connector installed.



**Figure 4 — Connector on End of Wire Branch**



**Figure 5 — No Connector on End of Wire Branch**

Body Compartment Location (Refer to Figure 2)	Connector Installed on End of Wire Branch
Street side front vertical	Yes   No   N/A
Street side mid vertical	Yes   No   N/A
Street side horizontal	Yes   No   N/A
Street side rear vertical	Yes   No   N/A
Street side top	Yes   No   N/A
Curb side front vertical	Yes   No   N/A
Curb side mid vertical	Yes   No   N/A
Curb side horizontal	Yes   No   N/A
Curb side rear vertical	Yes   No   N/A
Curb side top	Yes   No   N/A
Total Number with No Connector Installed	_____

**Figure 6 — Connector Inspection Results**

4. Review the inspection results.

- If no compartments were marked as "No Fuse Installed" in Figure 3 and no compartments were marked as "No Connector Installed" in Figure 6, perform steps a and b below.
  - a. Put the unit back into service.
  - b. Complete the Inspection Sheet at the end of this notice, and return it to Altec.
- If one or more compartments were marked as "No Fuse Installed" in Figure 3 and/or one or more compartments were marked as "No Connector Installed" in Figure 6, perform steps a through e below.
  - a. The Compartment Light Wiring Service Kit contains two fuses and sufficient heat shrink tubing to repair three wire branch ends which have no connector. Use Figure 7 to determine and mark the Quantity of Kits Required to repair the total number of compartments marked as "No Fuse Installed" in Figure 3. Then use Figure 7 to determine and mark the Quantity of Kits Required to repair the total number of compartments marked as "No Connector Installed" in Figure 6. If this results in two different numbers being marked for Quantity of Kits Required, use the larger number for step b.
  - b. Order and schedule the installation of the required quantity of Compartment Light Wiring Service Kits, part number 991460883, or schedule the installation of the kit(s) by Altec.
  - c. Put the unit back into service while awaiting the installation of the kit(s).
  - d. Retain the information marked in Figures 3 and 6 for use when installing the kit(s).
  - e. Do not complete the Inspection Sheet at the end of this notice. Completion of the SIL will be documented after the vehicle is repaired.

Total Number with "No Fuse Installed" in Figure 3	Total Number with "No Connector Installed" in Figure 6	Quantity of Kits Required
1 or 2	1, 2, or 3	1
3 or 4	4, 5, or 6	2
5	7, 8, or 9	3

**Figure 7 — Quantity of Kits Required**

# Inspection Sheet

Complete this form and submit it to Altec to document inspection completion.

Choose one of these options for submission.

- Online through the customer portal – Altec Connect\*  
Sign in or Register for an account at [connect.altec.com/login](http://connect.altec.com/login)
  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
- Mail to: Customer Outreach; PO Box 8338; Saint Joseph, MO 64508



Scan here to access Altec Connect.

Model	Altec Unit Serial Number	Date Inspected

Company Name: \_\_\_\_\_ Phone \_\_\_\_\_

Service Company Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Company Contact: \_\_\_\_\_

Company Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State/Province: \_\_\_\_\_

ZIP/Mailing Code: \_\_\_\_\_ Country: \_\_\_\_\_

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, submit a warranty claim through Altec Connect to be reimbursed for the cost of the parts and/or labor.

Contact Altec for more information or to schedule the work to be done by Altec.

Make copies of this form for additional units if needed.