



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.

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.

Rotation Bearing Washer Inspection

Units Affected: AT238P and AT335 aerial devices built from October 2019 to November 2021. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned of the potential for washers on the outer race rotation bearing cap screws to overlap the adjacent weld on the affected units. While there have been no reports of machine failures to date, interference with the weld under the washer could cause cap screw failure.

Customer Action: Inspect the washers on the outer race rotation bearing cap screws for weld interference using the Inspection Procedure beginning on page 2, or contact Altec to perform this inspection. If the inspection shows that weld repair and fastener replacement are required, order and install the Rotation Bearing Bolts Kit, part number 991472460, or schedule the installation of the kit by Altec. Complete this inspection and this repair, if required, no later than the next regular maintenance interval. During the installation of the kit, if it is determined that pedestal replacement is required, schedule this replacement with Altec, and keep the unit out of service until the replacement is performed.

Requirements: The inspection is estimated to take 30 minutes and one person to complete. The weld repair and fastener replacement is estimated to take two hours and one person to complete. No welding is required. The weld repair mentioned under Customer Action consists of grinding the weld.

Completion and Warranty: The inspection and the weld repair and fastener replacement are covered under the Altec Warranty Policy and can be performed by Altec, the customer, or the customer’s warranty provider. The pedestal replacement is covered under the Altec Warranty Policy and must be performed at an Altec facility. Altec will perform the inspection and repair for free at an Altec facility. If the customer or the customer’s warranty provider performs the inspection and/or the weld repair and fastener replacement, a warranty claim must be submitted to be reimbursed for the cost of the labor. Altec will allow up to \$45 for the labor to perform the inspection and up to \$180 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 inspection and/or weld repair and fastener replacement 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

Altec Use Only	
Inspection labor	0.5 hr
Repair labor	2.0 hr
Account #	010.0554.43151.000.9225.000
Travel	Not included
NHTSA code	N/A
Prime fail P/N	990936658
Doc ref	074900822

Altec Use Only			
Description	Part No.	Qty	Warranty
Rotation bearing bolts kit	991472460	1	Yes

Inspection Procedure: A flashlight or work light is 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. Locate the rotation bearing outer race mounting cap screws and washers under the top plate of the pedestal (refer to Figure 1).
3. Using a flashlight or work light, look closely at the washer shown as number 1 in Figure 2 to determine if the washer overlaps the weld next to the gusset under the pedestal top plate (refer to Figures 3, 4, and 5). Mark Figure 6 to indicate the inspection result for this washer.



Figure 1 — Outer Race Rotation Bearing Cap Screws and Washers

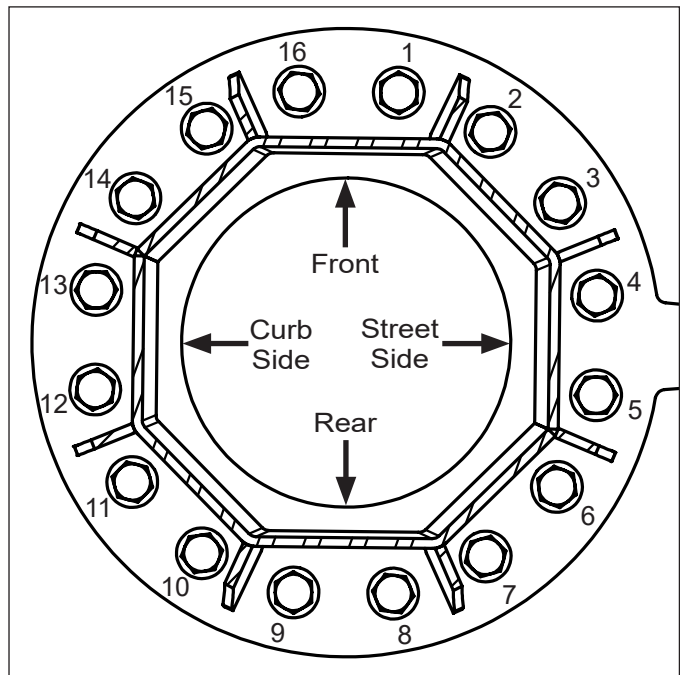


Figure 2 — Outer Race Washer Numbering Pattern (Bottom View)

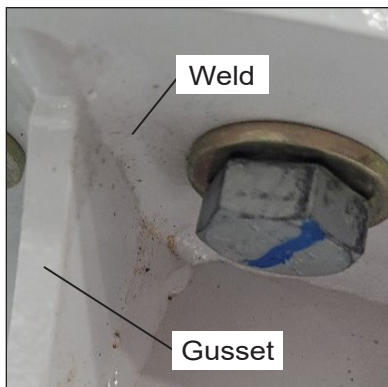


Figure 3 — Washer with No Weld Interference

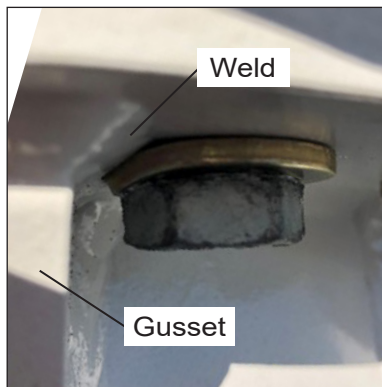


Figure 4 — Washer with Weld Interference

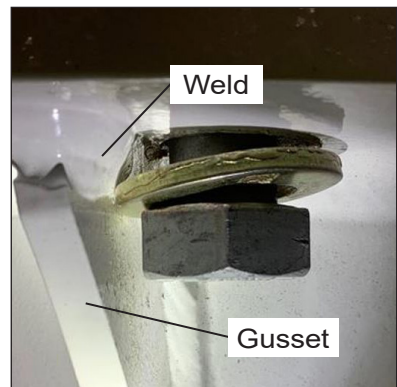


Figure 5 — Washer with Severe Weld Interference

Washer	Overlapping Weld	Washer	Overlapping Weld
1	Yes No	9	Yes No
2	Yes No	10	Yes No
3	Yes No	11	Yes No
4	Yes No	12	Yes No
5	Yes No	13	Yes No
6	Yes No	14	Yes No
7	Yes No	15	Yes No
8	Yes No	16	Yes No

Figure 6 — Washer Inspection Results

4. Repeat step 3 for washer number 2 through 16, proceeding clockwise one at a time as viewed from the bottom.
5. Review the inspection results.
 - If none of the washers overlap the adjacent weld, no repair is required. Perform steps a and b shown below.
 - a. Put the unit back into service.
 - b. Complete the Inspection Sheet at the end of the SIL and return it to Altec.
 - If one or two washers overlap the adjacent weld, perform steps a through c shown below.
 - a. Schedule the installation of the Rotation Bearing Bolts Kit, part number 991472460, by either of the methods shown below.
 - Contact Altec Service to schedule the installation of this kit.
 - Contact Altec Parts to order this kit, and schedule for your own technician or your third party provider to install it upon receipt.
 - b. Put the unit back into service while awaiting the repair.
 - c. Do not complete the Inspection Sheet at the end of the SIL. Completion of the SIL will be documented after the kit is received and installed.
 - If three or more washers overlap the adjacent weld, perform steps a through c shown below.
 - a. Take the unit out of service until repair is completed.
 - b. Schedule the installation of the Rotation Bearing Bolts Kit, part number 991472460, by either of the methods shown below.
 - Contact Altec Service to schedule the installation of this kit.
 - Contact Altec Parts to order this kit, and schedule for your own technician or your third party provider to install it.
 - c. Do not complete the Inspection Sheet at the end of the SIL. Completion of the SIL will be documented when the repair is complete.

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
 1. Select Equipment
 2. Select Altec Product Notices
 3. Select Report a Completed APN
- Scan and Email to 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.