



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.



Jib Rotational Retention Inspection

Units Affected: AH75/85/100, AH75A/85A/100A, and HL125 aerial devices built from November 2003 to January 2021. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that on the affected units, there is potential for the jib rotational positioning pin to disengage when the platform is tilted down 90 degrees or more from the level working position. This is due to the combination of wear to the edges of the jib indexing plate pinning holes during use and vertical clearance in the jib pivot due to manufacturing tolerances. Altec has developed a kit which provides a new jib rotational positioning pin with greater engagement and adds spacers to limit the vertical clearance in the jib pivot, for use if inspection shows it is required.

Customer Action: Inspect the jib rotational indexing plate pinning holes and measure the distance of rotational positioning pin engagement 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, or contact Altec to perform the inspection. If the rotational positioning pin engagement is less than the required amount, order and install the Jib Spacer and Retention Pin Assembly Kit, part number 991499543, or schedule the installation of the kit by Altec. This installation must be performed within 90 days of the inspection. If inspection shows the jib is missing axial retention component(s), remove the jib until additional repairs are completed, as described in the inspection procedure. Subsequent damage due to failure to perform the required action(s) in the time period allowed will not be covered by warranty.

Requirements: The inspection is estimated to take one hour and one person to complete. The repair is estimated to take four hours and one person to complete.

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 \$90 for the labor to perform the inspection and up to \$360 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



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	1.5 hr (Service), 1.0 hr (other)
Repair labor	4.0 hr
Account #	010.0953.43151.000.9232.000
Travel	Not included
NHTSA code	90
Prime fail P/N	N/A
Doc ref	074900826

Altec Use Only			
Description	Part No.	Qty	Warranty
Jib Spacer and Retention Pin Assembly	991499543	1	Yes

Inspection Procedure

1. Position the unit on a level surface, apply the parking brake, and chock the wheels. Engage the power take-off (PTO), and properly set the outriggers.
2. Unlatch the manual lower boom and upper boom restraints.
3. Place the jib and platform in the positions described in steps a through h below, using the lower controls as required.
 - a. Operate the booms to position the platform near the ground.
 - b. Remove all loose tools and other items from the platform.
 - c. Rotate the jib to the center position.
 - d. Articulate the jib down to the horizontal position.
 - e. Rotate the platform to the center position.
 - f. Tilt the platform down until the top of the platform is about 85 degrees below the level working position, raising or lowering the booms as necessary to keep the platform just above the ground (refer to Figures 1 and 2).
 - g. Disengage the PTO, and turn off the engine.
 - h. Remove the key from the ignition, and secure it following your employer's vehicle lockout/tagout procedure.



Figure 1 — Positioning Jib and Platform **Figure 2 — Positioning Jib and Platform (Closeup View)**

4. Pull on the jib assembly in the direction away from the top of the platform, as if trying to pull the jib base out of its mounting tube (refer to Figure 3).
 - If the jib moves less than 1" and hits a mechanical stop, proceed to step 5.
 - Quit pulling if the jib continues to move beyond 1". This indicates the jib's axial retention component(s) are missing. Discontinue the inspection, and repair the jib as described below. Then resume the inspection beginning with step 1.
 - Refer to the unit's parts pages to identify the missing part(s). Order the required parts, and schedule the repair. Standard unit warranty will apply.
 - If the unit will be put back into service while awaiting the repair, remove the jib assembly from the unit.



Figure 3 – Pulling on Jib

5. Start the engine and engage the PTO. Tilt the platform down farther until the top of the platform is at or a few degrees past vertical. Disengage the PTO, and turn off the engine.
6. Pull on the jib assembly in the direction away from the top of the platform, as if trying to pull the jib base out of its mounting tube (refer to Figure 3), and let go when it hits the mechanical stop.
 - If the jib base stays in the outward position, proceed to step 7.
 - If the jib base slides back in, repeat step 5 to tilt the platform a few degrees farther, and repeat step 6.
7. Find the end of the jib rotational positioning pin, located in the center hole of the rotational indexing plate near the rotational positioning lever (refer to Figure 4).

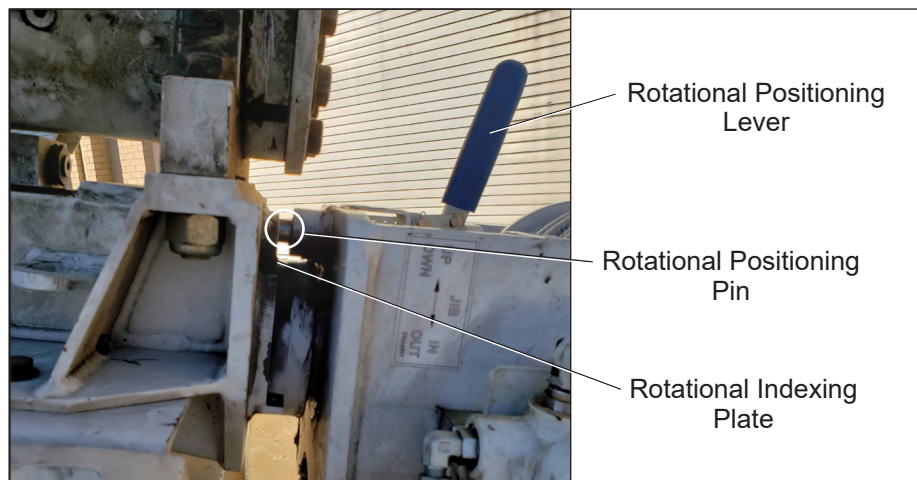


Figure 4 — Locating Jib Rotational Positioning Pin

8. Measure the total depth of penetration of the rotational positioning pin into the rotational indexing plate hole, from the outer surface of the plate to the bottom end of the pin (refer to Figure 5), and record this measurement below.

Total Pin penetration _____"

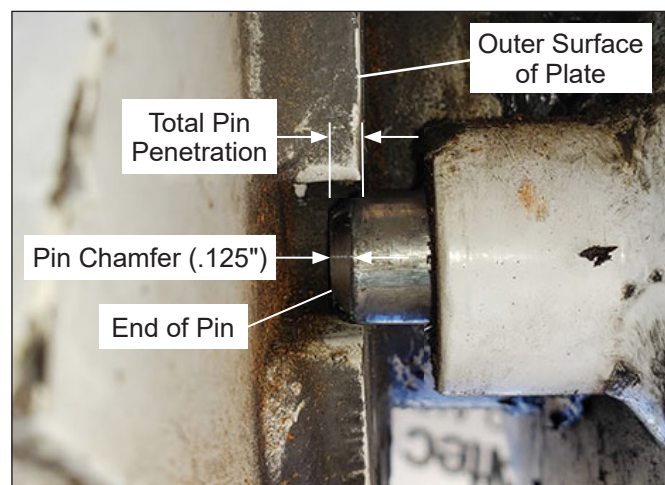


Figure 5 – Measuring Total Pin Penetration

9. Inspect the edges of each of the five pinning holes in the jib rotational indexing plate for wear (refer to Figure 6).

- If the edges are all unworn, proceed to step 10 and use a maximum edge wear distance of zero (0) in the calculation.
- If any of the edges are worn to produce a chamfer or groove, measure the distance from the outer surface of the indexing plate to the full depth of the damage, and record the results below. Proceed to step 10 and use the maximum measured edge wear distance in the calculation.

Hole 1 _____" Hole 2 _____" Hole 3 _____" Hole 4 _____" Hole 5 _____"

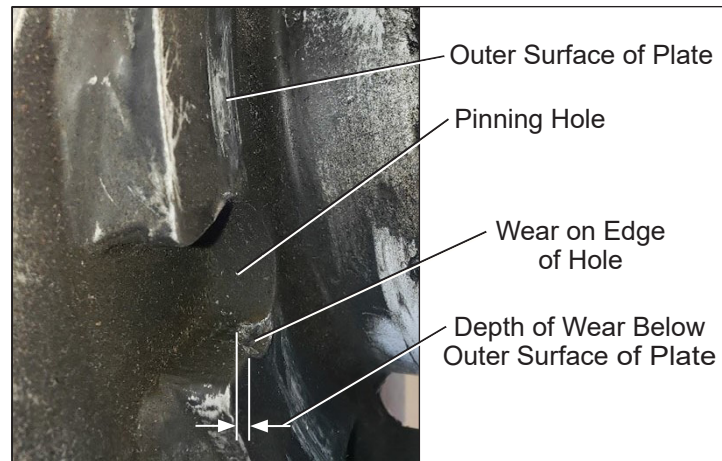


Figure 6 — Measuring Rotational Pinning Hole Edge Wear

10. Calculate the net distance of pin engagement by subtracting the maximum measured edge wear distance and the pin chamfer length from the total measured depth of pin penetration, as shown below.

Total pin penetration (step 8)	. _____"
Pin chamfer	-.125"
Max. edge wear (step 9)	-. _____"
Net pin engagement	. _____"

11. Review the net pin engagement result from step 10.

- If the net pin engagement is more than .125" (1/8"), perform steps a through c below.
 - Put unit back into service.
 - Complete the Inspection Sheet at the end of the notice and return it to Altec.
 - If the inspection was performed by Altec, mark the SIL as complete on the Service Request.
- If the net pin engagement is .125" (1/8") or less, perform steps a through d below.
 - Order and schedule to install the Jib Spacer and Retention Pin Assembly Kit, part number 991499543, or schedule the installation of the kit by Altec.
 - Put the unit back into service while awaiting the repair. It is not necessary to remove the jib. However, the operators must be informed not to tilt the platform to more than 45 degrees if the jib is rotated away from the center position, or to more than 90 degrees if the jib is in the center position.
 - Complete the repair within 90 days of completion of the inspection.
 - Do not complete the Inspection Sheet at the end of this notice. Completion of the SIL will be documented after the vehicle is repaired.

Inspection Sheet

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

Choose one of these options for submission.

- Scan the Product Safety QR code and complete the form.
- Complete, scan, and email this page to product.safety@altec.com
- Online through the customer portal – Altec Connect*
- Complete and return the included postcard.
- FAX to 1-877-659-9929

*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.



Product Safety



Altec Connect

Model	Altec Unit Serial Number	Date Inspected

Company Name: _____ Phone: _____

Service Company Name: _____ Phone: _____

Company Contact: _____

Company Mailing Address: _____

City: _____ State/Province: _____

ZIP/Mailing Code: _____ Country: _____

Signature: _____

Submission of this form does not order parts or schedule service from Altec.

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.