



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.



Rotary Joint/Slip Ring Hardware Inspection

Units Affected: Certain AA, AN, AN-OC, AM, and A Class aerial devices built from January 2021 to February 2022. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that the threaded hardware between the rotary joint and slip ring could have been installed incorrectly on the affected units. This can cause the rotary joint restraint bracket to disengage from contact with the rotation bearing cap screw heads, allowing the outer housing of the rotary joint to turn in the pedestal and cause damage to the attached hoses.

Customer Action: Inspect the hardware installation between the rotary joint and slip ring no later than the next preventive maintenance interval or 45 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 hardware installation is not correct, order and install the Rotary Joint/Slip Ring Hardware Kit, part number 991476870, or schedule the installation of the kit by Altec. This installation must be performed within 45 days of the inspection. 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 30 minutes and one person to complete. The repair is estimated to take 30 minutes 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 \$45 for the labor to perform the inspection and up to \$45 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

Table with 2 columns: Description, Time/Value. Rows include Inspection labor, Repair labor, Account #, Travel, NHTSA code, Prime fail P/N, and Doc ref.

Table with 4 columns: Description, Part No., Qty, Warranty. Row includes Rotary joint/slip ring hardware kit.

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 any customer materials from around the pedestal to allow access to remove the pedestal cover(s) and inspect inside the pedestal.
3. Remove the cover(s) from the pedestal so the rotary joint and slip ring can be viewed. Keep the parts for reinstallation.
4. Visually inspect the 3¾" long cap screw(s) and mating nuts installed between the tabs near the bottom of the rotary joint and the drive fork(s) on the top of the slip ring. Compare the installation to the configurations described and shown in Figures 2 through 5. A fully-threaded cap screw has threads all along the shaft from the head to the opposite end. A partially-threaded cap screw has threads about 7/8" long at the end opposite from the head. Older units will have two 3¾" long cap screws, and newer units will have one. A correct installation has one or two partially threaded cap screws with a self-locking nut on top of the rotary joint tab(s) and a jam nut underneath. Any other combination of fasteners is incorrect.

Long Cap Screw Type	Nut Type Above Rotary Joint Tab	Nut Type Below Rotary Joint Tab	Figure References	Inspection Result
Partially threaded	Self-locking	Jam	2, 5	Correct
Fully threaded	–	–	3	Incorrect
Partially threaded	Jam or standard (non-self-locking)	Jam	4, 5	Incorrect

Figure 1 — Fastener Inspection Criteria

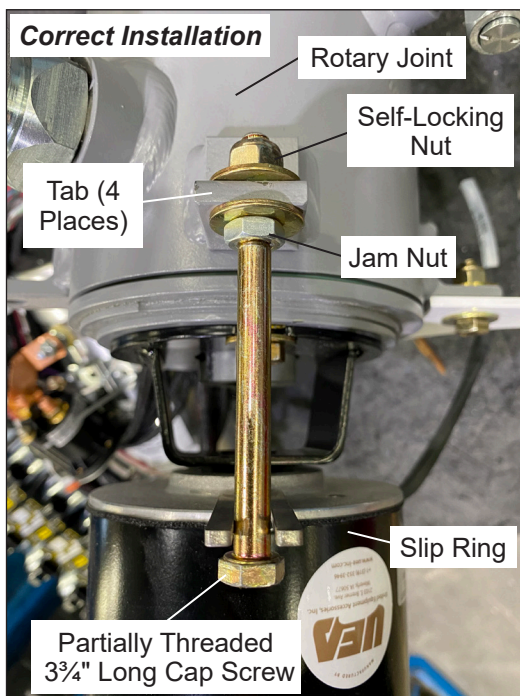


Figure 2 — Partially Threaded 3¾" Long Cap Screw, Correct Nut Types

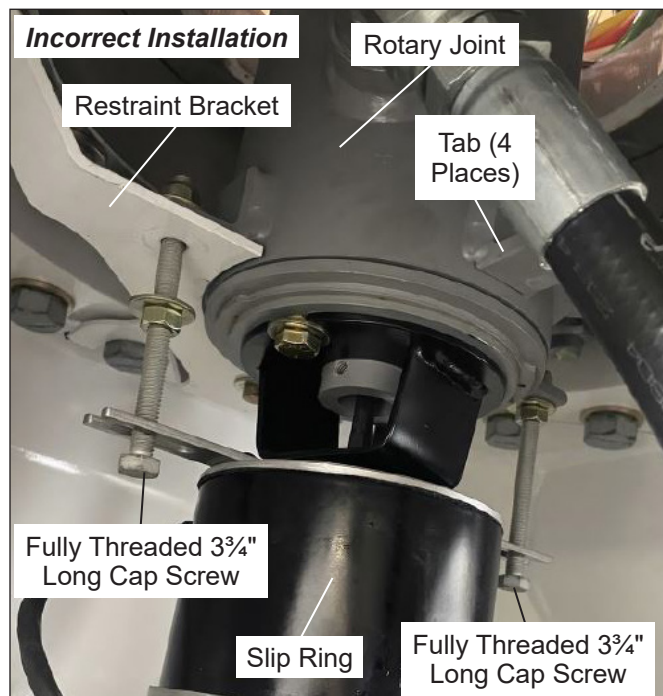


Figure 3 — Fully Threaded 3¾" Long Cap Screw(s)

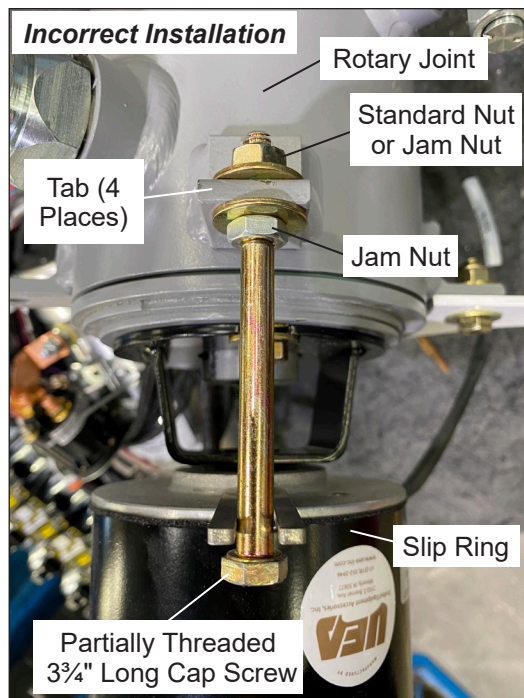


Figure 4 — Partially Threaded 3/4" Long Cap Screw, Incorrect Top Nut Type

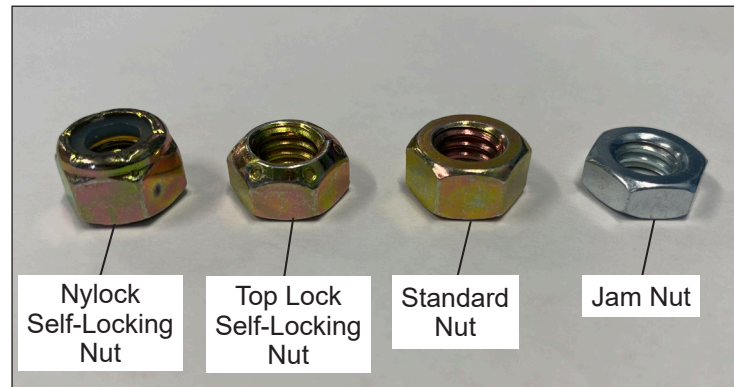


Figure 5 — Types of Nuts

5. Retighten the fasteners if the unit has an incorrect inspection result.
6. Install the cover(s) on the pedestal.
7. Return any customer materials to their original location around the pedestal.
8. Review the inspection results.
 - If the fastener installation is correct, no repair is required. Perform steps a through c below.
 - a. Put the unit back into service.
 - b. Complete the Inspection Sheet at the end of the SIL and return it to Altec.
 - c. If the inspection was performed by Altec, mark the SIL as complete on the Service Request.
 - If the fastener installation is incorrect, repair is required. Perform steps a through d below.
 - a. Order and schedule to install the Rotary Joint/Slip Ring Hardware Kit, part number 991476870, or schedule the installation of the kit by Altec.
 - b. Put the unit back into service while awaiting the repair. .
 - c. Complete the repair within 45 days of completion of the inspection.
 - d. 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



Product Safety



Altec Connect

*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.

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.