



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.



Pressure Setting and Remote Box Updates

Units Affected: AT48MW and AT48PW units built from July 2021 to April 2022.

Background: Altec has learned that although the affected units were manufactured with the proper system pressure setting, the serial number placard and the maintenance manual state a different system pressure value. In addition, if the lid for the radio remote box is left open while the adjacent outrigger is being retracted, the outrigger cylinder could hit the lid and damage the cylinder's feed tube. Finally, the units were manufactured without a placard listing the total unit weight. Installation of the required kit addresses all of these issues.

Customer Action: Install the Pressure and Remote Box Update Kit, part number 991543553, supplied with this notice, or contact Altec to perform this installation. The kit must be installed no later than the unit's next preventive maintenance interval or 90 days from the receipt of this notice, whichever comes first. Subsequent damage due to failure to perform the required action(s) in the time period allowed will not be covered by warranty.

Requirements: Every unit requires the installation of the proper kit for completion. The repair is estimated to take 2 hours and 1 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 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 \$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 work at the owner's location.

Altec Contact Info:

Altec Connect: connect.altec.com/login



Phone: 1-877-GOALTEC (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, Repair labor, Account #, Travel, NHTSA code, Prime fail P/N, Doc ref.

Table with 4 columns: Description, Part No., Qty, Warranty. Row includes Pressure & remote box update kit.