



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.

CSN 855 Fuel Line Bracket Update

Units Affected:

- Certain AT series and TA40/45 series aerial devices built on Dodge Ram 4500/5500 chassis from 2016 to 2022. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.
- Certain parts orders placed for the above unit models for the completion of CSN 855 on Dodge Ram 4500/5500 chassis without specifying the unit serial number on the purchase order. Verify your unit is affected by reviewing the attached list referencing sales order numbers and purchase order numbers.

Background: You were previously sent the Altec Product Notice CSN 855. As a result of the inspection called for in the CSN, you ordered one or more Dodge OEM Fuel Line Brackets, part number 991479276. We have identified that the bracket(s) originally sent to you under this part number are incorrect. The correct replacement bracket(s) are included with this SIL.

Customer Action: Please disregard the incorrect Dodge bracket shown in Figure 1. The correct Dodge bracket shown in Figure 2 has ribbed spikes called "Fir Trees" used for mounting. Inspect your unit regularly, consistent with the instructions provided in CSN 855, until the correct parts are installed. If the unit does not pass inspection, contact Altec Technical Support at the phone number provided below.



Figure 1 — Incorrect Bracket, Without "Fir Trees"



Figure 2 — Correct Bracket, With "Fir Trees"

Requirements: Refer to CSN 855.

Completion and Warranty: Refer to CSN 855.

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 (Service only)
Repair labor	0.75 hr
Account #	010.0557.43151.000.9273.000
Travel	Not included
NHTSA code	90
Prime fail P/N	N/A
Doc ref	074900821

Altec Use Only			
Description	Part No.	Qty	Warranty
Dodge OEM Fuel Line Bracket	991479276	1-5	Yes