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.

# Service Information Letter SIL-3033-A

## Torsion Bar/Body Interference Inspection

**Units Affected:** Certain AT37-G aerial devices built from November 2007 to April 2018. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

**Background:** Altec has learned that on certain units the rear torsion bar swing arm can interfere with the long runner channels under the body as the torsion bar rotates during road travel. The interference can cause wear issues and can cause welds on the body mounting angles or cross members to develop cracks.

**Customer Action:** Inspect the unit using the Inspection Procedure beginning on page 2, or contact Altec to perform this inspection. If the inspection shows that repair is required, perform the required Repair Procedure(s) beginning on page 6, or schedule the repair(s) to be done by Altec. Complete the inspection and repair(s) no later than the next preventive maintenance interval or 1 year 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:** The inspection is estimated to take 1 hour and 1 person to complete. The body mounts repair is estimated to take 3 hours and 1 person to complete. The channel notching repair is estimated to take 4 hours and 1 person to complete. The torsion bar replacement is estimated to take 7 hours and 1 person plus .5 hour each with 2 persons to complete. All welds for the body mounts repair must be applied by a welder having the AWS D1.1 3G qualification for uphill progression welding on steel and 4G qualification for overhead welding on steel. No aluminum welding is required.

**Completion and Warranty:** The inspection and repair are covered under the Altec Warranty Policy, except as described below. These can be performed by Altec, the customer, or the customer's warranty provider. An Altec Mobile Service technician can perform this inspection but is not able to perform this repair. 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 labor. Altec will allow up to $90 for the labor to perform the inspection, up to $270 for the labor to perform the body mounts repair, up to $360 for the labor to perform the channel notching repair, and up to $720 for the labor to replace a torsion bar with excessive wear on the swing arm. However, Altec has determined that weld cracking on a torsion bar is caused by abuse rather than by the interference described above. Therefore, any replacement of a torsion bar due to weld cracking is not covered under warranty. Customers are responsible for the travel costs of an Altec Mobile Service technician if the technician performs the inspection 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 | 3.0 hr body mounts only<br>4.0 hr notching channels only<br>8.0 hr worn torsion bar replacement only |
| Account # | 010.0777.43151.000.9264.000 |
| Travel | Not included |
| NHTSA code | 90 |
| Prime fail P/N | N/A |
| Doc ref | 074900849 |

| Altec Use Only | | | |
|---|---|---|---|
| Description | Part No. | Qty | Warranty |
| Torsion bar replacement kit for 068322053 | 991569560 | 1 | Only if interference |
| Torsion bar replacement kit for 970625100 | 991569559 | 1 | Only if interference |
| Torsion bar replacement kit for 990410365 | 991569557 | 1 | Only if interference |



Released: January 19, 2023

**Inspection Procedure:** A tape measure, flashlight, and mirror are required for this procedure. Read and understand all steps of the instructions before beginning the procedure. Wear appropriate personal protective equipment (PPE) following your employer's requirements.

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.

***Part A – Torsion Bar Swing Arm and Body Channels***

2. Using a flashlight if necessary, look into the rear wheel well on the street side and curb side of the unit. Inspect the area where the torsion bar swing arm passes under the long runner channel under the body for visible evidence of interference (refer to Figure 1).
   - If there is no evidence of interference (refer to Figure 2), perform steps a through d shown below.
     a. Mark Result 1 in Figure 10 as "No".
     b. Measure the vertical clearance between the top of the swing arm and the bottom of the channel, and record the measurement below.
        Street side clearance _____"  Curb side clearance _____"
     c. Mark Result 2 in Figure 10 as "Yes" if the clearance is less than ¾" or "No" if the clearance is ¾" or more.
     d. Mark Result 3 in Figure 10 as "No".
   - If there is any evidence of interference (refer to Figure 3), perform steps a through d shown below.
     a. Mark Result 1 in Figure 10 as "Yes".
     b. Mark Result 2 in Figure 10 as "Yes".
     c. Measure the depth of any wear groove on the top of the swing arm, from the outside diameter of the swing arm shaft to the bottom of the groove. and record the measurement below.
        Street side wear depth _____"  Curb side wear depth _____"
     d. Mark Result 3 in Figure 10 as "Yes" if the wear depth is more than ½" or "No" if the wear depth is ½" or less.

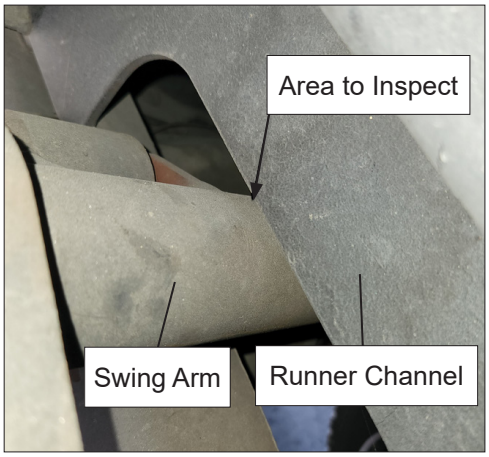


***Figure 1 — Inspecting for Interference***

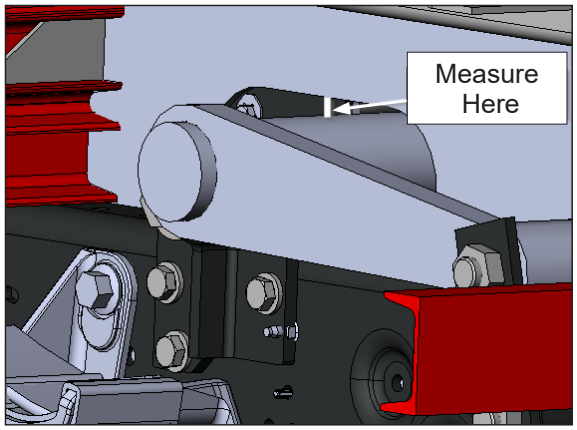


***Figure 2 — No Evidence of Interference; Measuring Vertical Clearance***

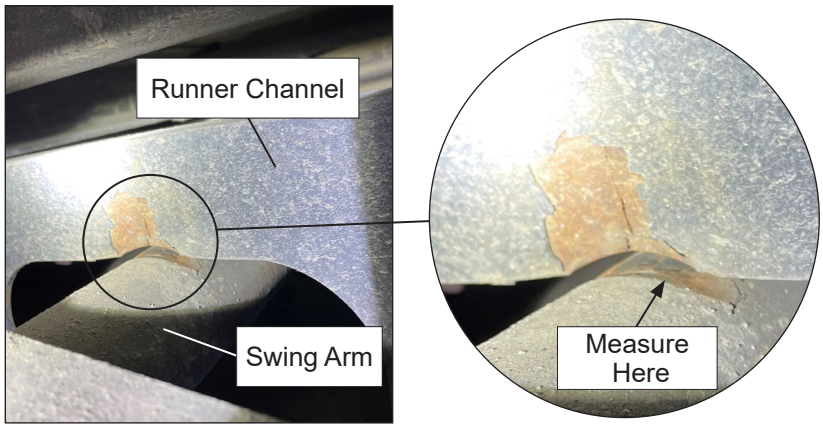


***Figure 3 — Evidence of Interference; Measuring Depth on Swing Arm***

***Part B – Torsion Bar Mounting Tabs***

3. Review how Result 3 in Figure 10 was marked in step 2.
   - If Result 3 is marked "Yes" for either side, mark Result 4 in Figure 10 as "NA" for both sides. Proceed to step 5.
   - If Result 3 is marked "No" for both sides, proceed to step 4.

4. Remove any dirt and debris from the welds on the torsion bar mounting tabs on the street side and curb side (refer to Figure 4). Use a flashlight and a mirror to inspect each mounting tab from all angles for weld cracks (refer to Figure 5). Mark Result 4 in Figure 10 as "No" if there is no cracking or "Yes" if there is any cracking.

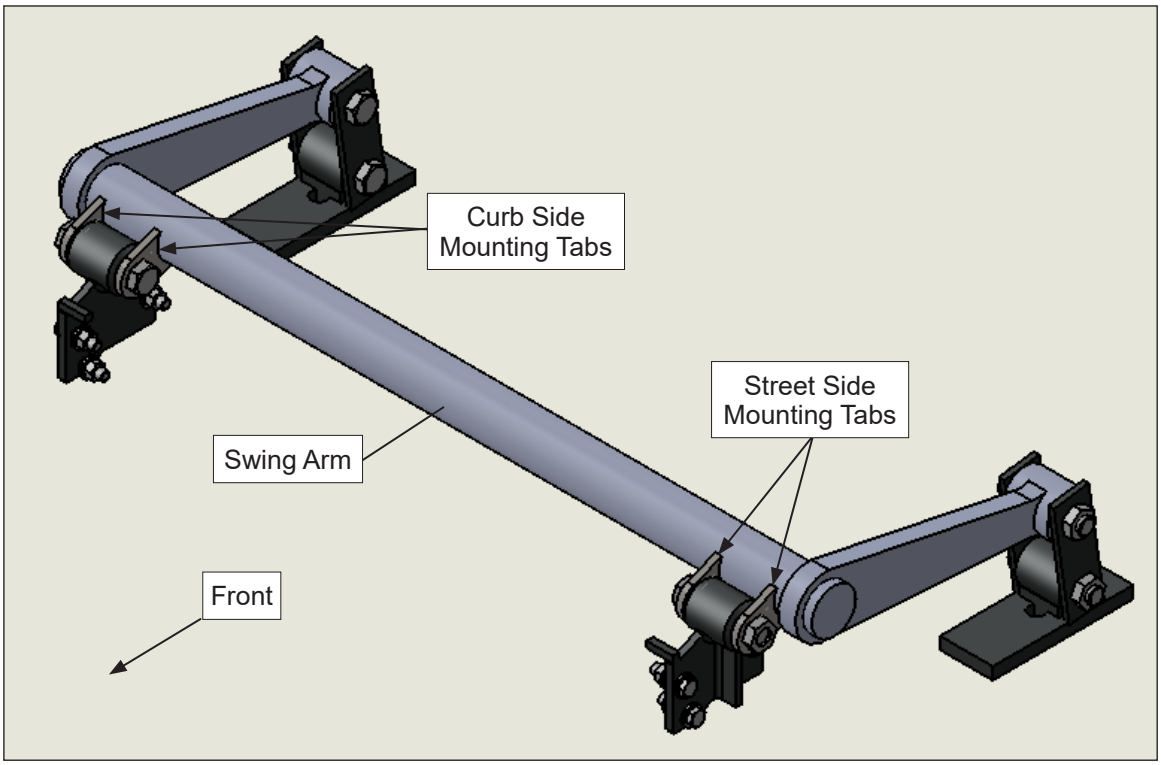


***Figure 4 — Torsion Bar Mounting Tabs to Inspect***

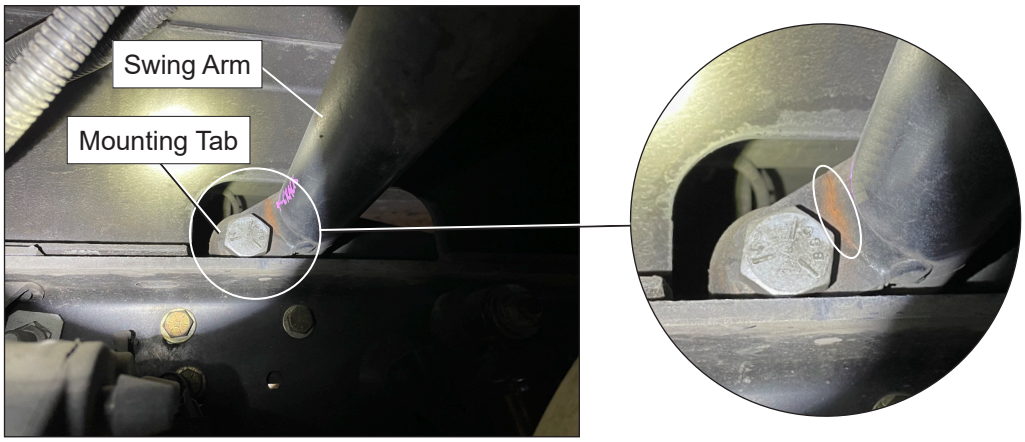


***Figure 5 — Example of Cracking in Swing Arm Mounting Tab Weld***

### *Part C – Body Mounting Angles and Body Cross Members*

5. Remove any dirt and debris from the fillet welds along the body mounting angles and the fillet welds at the ends of the body cross members on the street side and curb side (refer to Figures 6 and 7). Using a flashlight, if necessary, inspect for any cracking in these welds (refer to Figures 8 and 9). Mark Results 5 through 9 in Figure 10 as "No" if there is no cracking and "Yes" if there is any cracking at a specified location.

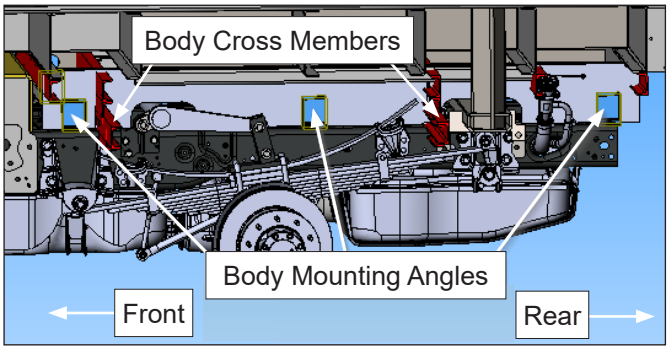


***Figure 6 — Street Side Areas to Inspect***

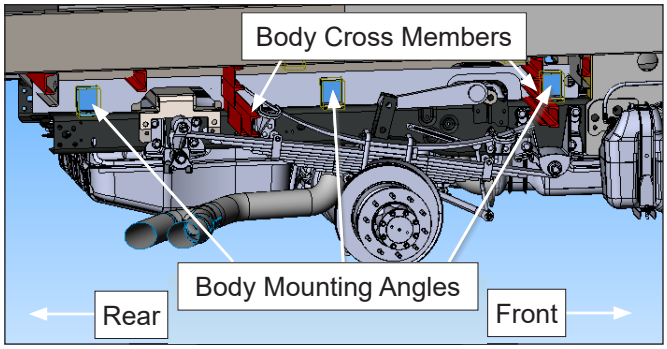


***Figure 7 — Curb Side Areas to Inspect***

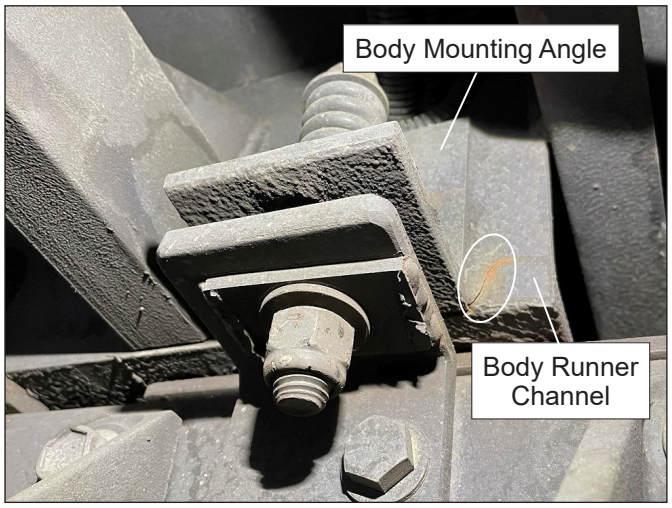


***Figure 8 — Example of Cracking in Body Mounting Angle Weld***

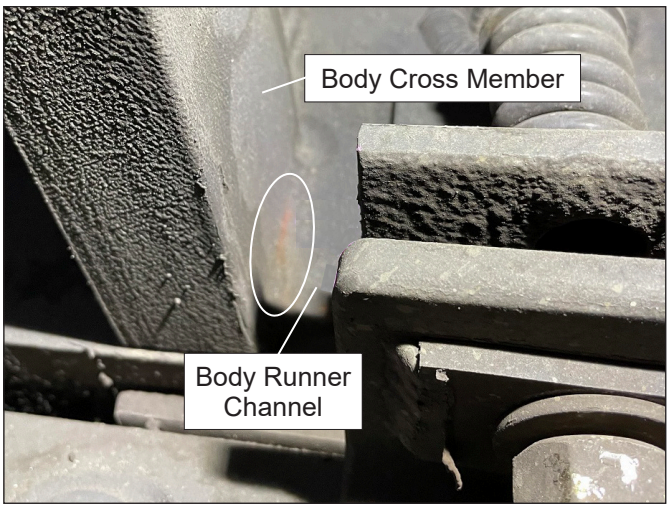


***Figure 9 — Example of Cracking in Body Cross Member Weld***

| Result Number | Inspection Portion | Description | Street Side | Curb Side |
|---|---|---|---|---|
| 1 | Part A | Swing arm interference present | □ Yes □ No | □ Yes □ No |
| 2 | Part A | Swing arm to channel clearance less than ¾" | □ Yes □ No | □ Yes □ No |
| 3 | Part A | Swing arm wear depth over ½" | □ Yes □ No | □ Yes □ No |
| 4 | Part B | Torsion bar mounting tabs - weld crack(s) | □Yes □No □NA | □Yes □No □NA |
| 5 | Part C | Front body mounting angles - weld crack(s) | □ Yes □ No | □ Yes □ No |
| 6 | Part C | Middle body mounting angles - weld crack(s) | □ Yes □ No | □ Yes □ No |
| 7 | Part C | Rear body mounting angles - weld crack(s) | □ Yes □ No | □ Yes □ No |
| 8 | Part C | Front body cross members - weld crack(s) | □ Yes □ No | □ Yes □ No |
| 9 | Part C | Rear body cross members - weld crack(s) | □ Yes □ No | □ Yes □ No |

***Figure 10 — Inspection Results Summary***

6. Review the inspection results in Figure 10.
   - If "No" answers are marked for both sides for all 9 Results, no repair is required. Proceed to step 7.
   - If any "Yes" answers are marked for any results, repairs are required. Proceed to step 8.

7. No repair is required. Perform steps a through d 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.
   c. If the inspection was performed by Altec, mark the SIL as complete on the Service Request.
   d. Do not complete the remaining steps in this document.

8. Determine which repairs are required, based on the answers marked in Figure 10. More than one portion of the Repair Procedure may be required.
   - If any "Yes" answers are marked under Results 1 and 2, the body runner channels must be notched. If only "No" answers are marked, this is not required. Mark Part E in Figure 11 accordingly.
   - If any "Yes" answers are marked under Results 3 and 4, the torsion bar must be replaced. If only "No" answers are marked, this is not required. Mark Part D in Figure 11 accordingly.
   - If any "Yes" answers are marked under Results 5 through 9, the body mounting angle welds and/or the body cross member welds must be repaired. If only "No" answers are marked, this is not required. Mark Part F in Figure 11 accordingly.

| Repair Procedure Portion | Description | Required |
|---|---|---|
| Part D | Torsion bar replacement | □ Yes □ No |
| Part E | Notching body runner channels | □ Yes □ No |
| Part F | Rewelding body mounting angles and/or body cross members | □ Yes □ No |

***Figure 11 — Repair Requirements Summary***

9. If Part D is marked "No" in Figure 11, proceed to step 10. If Part D is marked "Yes" in Figure 11, perform steps a through d below to determine the part number of the required replacement kit.
   a. Obtain the unit's serial number from the unit documentation or from the serial number placard on the unit's turntable.
   b. Contact Altec Parts, provide them with the unit's serial number, and ask them for the part number of the original torsion bar kit contained in the unit's bill of material.
   c. Mark the original torsion bar kit part number in Figure 12.
   d. Provide the corresponding torsion bar replacement kit part number shown in Figure 12 when performing step 10.

| Original Torsion Bar Kit Part Number | Torsion Bar Kit Originally Used on Unit | Corresponding Torsion Bar Replacement Kit Part Number |
|---|---|---|
| 068322053 | □ Yes | 991569560 |
| 970625100 | □ Yes | 991569559 |
| 990410365 | □ Yes | 991569557 |

***Figure 12 — Torsion Bar Kit Cross Reference***

10. Schedule the repairs using either of the methods shown below.
    - To use Altec, contact Altec Shop Service to schedule the part(s) of the Repair Procedure marked "Yes" in Figure 11. If Part D is marked "Yes" in Figure 11, advise Altec Shop Service of the torsion bar replacement kit part number marked in Figure 12.
    - To use your own technician or third party provider, if Part D is marked "Yes" in Figure 11, contact Altec Parts to order the torsion bar replacement kit part number marked in Figure 12. Then schedule for your technician or third party provider to perform the part(s) of the Repair Procedure marked "Yes" in Figure 11. If Part F is required, all welds must be applied by a welder having the AWS D1.1 3G qualification for uphill progression welding on steel and 4G qualification for overhead welding on steel.

11. Determine whether the unit must be taken out of service while awaiting repairs.
    - If torsion bar replacement is not required, put the unit back into service while awaiting the repairs.
    - If torsion bar replacement is required, take the unit out of service while awaiting the repairs. The truck can still be driven, but the aerial unit's functionality must be disabled, such as by disabling the PTO functionality temporarily.

12. Do not complete the Inspection Sheet at the end of this notice. Completion of the SIL will be documented after the vehicle is repaired.

## Repair Procedure:

Perform each part of this procedure which is marked "Yes" in Figure 11. These repairs can be performed in any order. Read and understand all steps of the instructions before beginning the procedure(s). Wear appropriate personal protective equipment (PPE) following your employer’s requirements.

***Part D – Torsion Bar Replacement***

13. Ensure the required torsion bar kit has been ordered, as described in step 10 of the Inspection Procedure.

14. Install the torsion bar kit upon receipt, following the instructions included in the kit. If Part E repairs are required, there will be more clearance to perform the Part E work if it is done after removing the original torsion bar but before installing the new torsion bar.

15. If Part E or Part F repairs are also required and have not yet been performed, proceed to Part E or Part F accordingly. If all required repairs marked in Figure 11 have been completed, proceed to step 47.

***Part E – Notching Body Runner Channels***

A floor jack and jack stands of proper rating for the vehicle weight, white chalk or other marking tool for use on black paint, plasma cutter or acetylene torch, grinder, sander, prime paint, and black finish paint are required for this procedure.

16. If the chassis is still set up from performing Part D or Part F repairs, proceed to step 20.

17. 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 front wheels.

18. Jack up the rear axle on both sides, and support it on both sides with jack stands.

19. Remove the rear dual wheels from both sides.

20. Cover any adjacent brake lines, hydraulic lines, electrical cables, etc. on the street side with suitable material to protect them from spatter and sparks from the cutting process.

21. Draw a vertical line 1" tall on the outside of the street side body runner channel directly above the top of the torsion bar swing arm (refer to Figure 13).

22. Draw a curved "half-moon" line 1" high and 4" wide on the outside of the channel, with the highest point centered about the vertical line drawn in the previous step (refer to Figure 14).

23. Use a plasma cutter or acetylene torch to cut out the marked portion of the channel (refer to Figure 15).

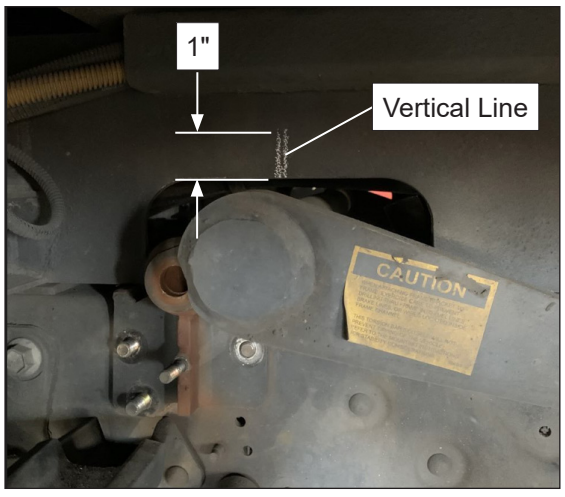


***Figure 13 — Marking Centerline for Notch***

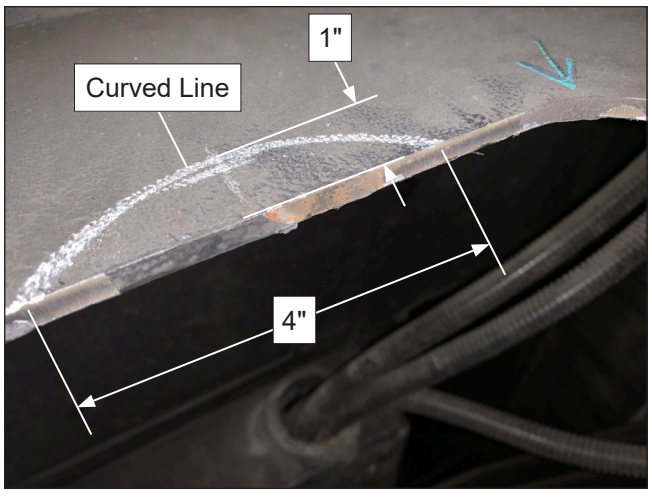


***Figure 14 — Marking Outline for Notch***

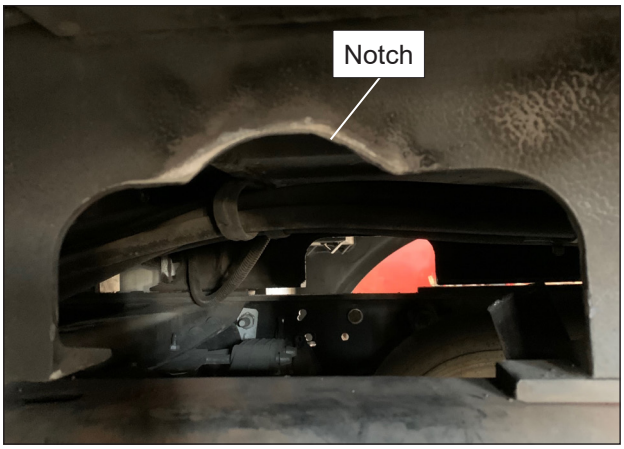


***Figure 15 — Cutting Out Notch***

24. Use a grinder and sander to clean off any slag and smooth the cut edge.

25. Repeat steps 20 through 24 for the curb side.

26. Paint the bare metal surfaces of the notches with prime paint and black finish paint.

27. If Part D or Part F repairs are also required and have not yet been performed, proceed to Part D or Part F accordingly. If all required repairs marked in Figure 11 have been completed, proceed to step 47.

***Part F – Rewelding Body Mounting Angles and/or Body Cross Members***

Normal mechanic's hand tools, a flashlight, electric welder, floor jack and jack stands of proper rating for the vehicle weight, grinder, sander, drill with ⅛" and 11⁄64" bits, prime paint, and black finish paint are required for this procedure. All welds must be applied by a welder having the AWS D1.1 3G qualification for uphill progression welding on steel and 4G qualification for overhead welding on steel using one of the following approved methods:

- FCAW-G - gas shielded flux core wire (E71T-1M/9M)
- FCAW-S - gasless self-shielded flux core wire (E71T-11)
- SMAW - stick electrode (E7018 H4R)
- GMAW - solid core wire (ER70S-6)

28. If the chassis is still set up from performing Part D or Part E repairs, proceed to step 32.

29. 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 front wheels.

30. Jack up the rear axle on both sides, and support it on both sides with jack stands.

31. Remove the rear dual wheels from both sides.

32. Disconnect the battery cables from the chassis battery(ies).

33. Cover any adjacent brake lines, hydraulic lines, electrical cables, etc. on the street side with suitable material to protect them from spatter and sparks from the welding process.

34. Look at Figure 10 for the first street side location under Results 5 through 9 that is marked "Yes".

35. Find the corresponding cracked fillet weld location on the chassis (refer to Figures 8 and 9). Using a flashlight, if necessary, examine the crack. If the crack is only in the weld, proceed to step 38. If the crack has extended out of the weld into the parent material, proceed to step 36.

36. Drill a hole of the size specified below in the parent material at the end of the crack located away from the fillet weld.
    - Drill an 11⁄64" hole if the crack is on a body runner channel (refer to Figure 8).
    - Drill a ⅛" hole if the crack is on a body cross member (refer to Figure 9).

37. Grind a V-shaped groove of the size specified below along the crack from the hole to the fillet weld.
    - Grind an 11⁄64" deep V-groove if the crack is on a body runner channel.
    - Grind a ⅛" deep V-groove if the crack is on a body cross member.

38. Use a grinder to remove the cracked portion of the fillet weld. Continue grinding off weld to about ½" beyond the end of the crack in the weld.

39. If the crack was only in the weld, proceed to step 41. If the crack was also in the parent material, proceed to step 40.

40. Weld the V-groove and drilled hole slightly above flush. Grind the weld flush.

41. Apply a fillet weld of the same size as the original weld to replace the removed portion of fillet weld.

42. Use a grinder and sander to clean off any weld spatter and burned paint.

43. Repeat steps 34 through 42 for each remaining street side weld requiring repair.

44. Repeat steps 33 through 42 for the curb side.

45. Paint the repaired weld areas with prime paint and black finish paint.

46. If Part D or Part E repairs are also required and have not yet been performed, proceed to Part D or Part E accordingly. If all required repairs as marked in Figure 11 have been completed, proceed to step 47.

## Repair Completion:

47. Reinstall the rear wheels, torque the lug nuts to the manufacturer's recommendation, and lower the chassis to the ground.

48. Reconnect the battery cables to the chassis battery(ies) if necessary.

49. Put the unit back into service

50. Complete the Inspection Sheet at the end of the SIL, and return it to Altec

51. If the repair was performed by Altec, mark the SIL as complete on the Service Request.

# 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.