



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.



Stability Test Weight Updates

Units Affected: LS49 aerial devices built from July 2019 to July 2022. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that the Stability Test Form in the Maintenance Manuals for the affected units contains incorrect test weight information in Figure 2.

This information has been corrected in currently published Maintenance Manuals as shown below.

Setup	Boom Tip Capacity at 20 Degrees Pounds (kg)	Platform Test Weight Pounds (kg)	Jib Test Weight Pounds (kg)
Level surface with jib	600 (272)	150 (69)	750 (341)
Five degree slope with jib	600 (272)	50 (23)	750 (341)

Figure 2 — Test Weight

Two copies of the updated Stability Test Form pages are included with this notice.

Customer Action: Within 30 days from the receipt of this notice, remove and discard the existing Stability Test Form pages contained in the Appendix of your unit's Maintenance Manuals, and replace them with the new Stability Test Form pages included with this notice. 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 this update.

Completion and Warranty: There is no labor reimbursement to the customer or the customer's warranty provider for this update. Completion was recorded upon mailing of the notice.

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 hr
Repair labor	0 hr
Account #	010.1953.43151.000.0000.000
Travel	Not included
NHTSA code	90
Prime fail P/N	074920428
Doc ref	N/A

Altec Use Only			
Description	Part No.	Qty	Warranty
N/A	N/A	N/A	N/A