



Customer Outreach  
PO Box 8338  
Saint Joseph, MO 64508

[product.safety@altec.com](mailto:product.safety@altec.com)  
[connect.altec.com/login](https://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.





Outrigger Instructional Placards

Units Affected: Certain LR8RM aerial devices built from February 2021 to November 2021. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that the outrigger instructional placards were not installed during the initial production of certain LR8RM aerial devices. Altec has created a placard installation kit containing all missing placards.

Customer Action: Inspect for missing outrigger instructional placards using the Inspection Procedure beginning on page 2, or contact Altec to perform this inspection. If the inspection shows the placards were not installed, order and install the Outrigger Instructional Placards Kit, part number 991566372, or schedule the installation of this kit by Altec. Complete the inspection and any required repair no later than the next preventive maintenance interval or within 90 days of 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 will take 5 to 10 minutes for one person to complete. The parts installation is estimated to take less than 1/2 hour and one person to complete.

Completion and Warranty: The inspection can be performed by Altec, the customer, or the customer’s warranty provider. There is no labor reimbursement to the customer or the customer’s warranty provider for the inspection. 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 inspection and repair for free at an Altec facility. If the customer or the customer’s warranty provider performs the repair, a warranty claim must be submitted to be reimbursed for the cost of the parts and/or labor. Altec will allow up to \$45.00 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 inspection and/or repair at the owner’s location.

Altec Contact Info:

Altec Connect: connect.altec.com/login



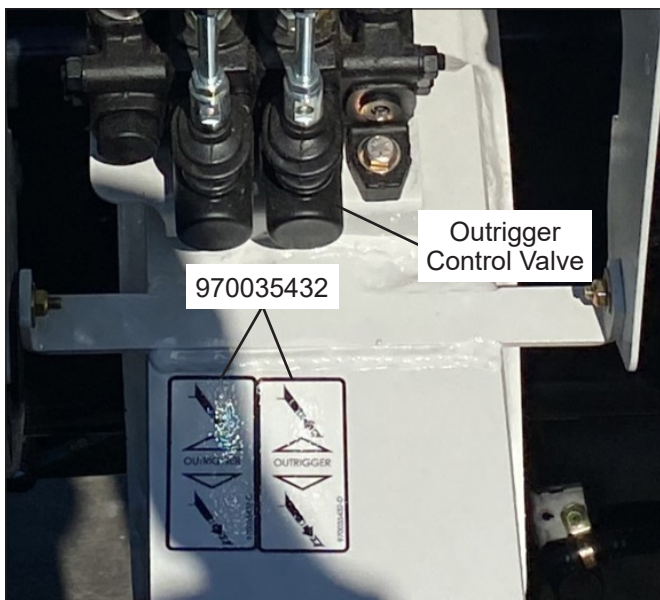
Phone: 1-877-GO ALTEC (1-877-462-5832) | Options: 1 - Parts; 2 - Shop Service; 3 - Mobile Service; 4 - Technical Support; 5 - Global Rental Service Request; 6 - Chassis Repair

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

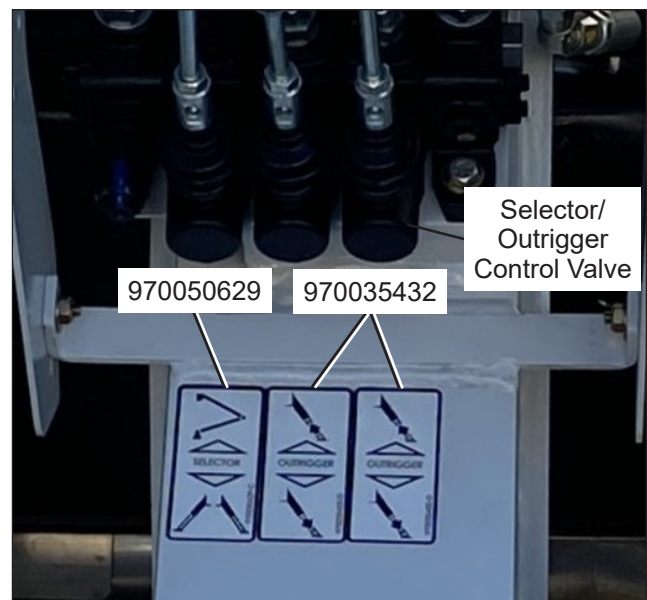
Table with 4 columns: Description, Part No., Qty, Warranty. Row includes Outrigger instructional placards kit.

**Inspection Procedure:** No tools are required for this procedure. 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. Locate the front outrigger housing on the street side of the unit near the outrigger control valve (refer to Figure 1). Confirm whether the two outrigger instructional placards, part number 970035432, are installed on the outrigger housing.
3. Locate the front outrigger housing on the curb side of the unit near the selector/outrigger control valve (refer to Figure 2). Confirm whether the two outrigger instructional placards, part number 970035432, and the aerial device/outrigger selector instructional placard, part number 970050629, are installed on the outrigger housing.



**Figure 1 — Street Side Outrigger Instructional Placards Proper Location**



**Figure 2 — Curb Side Outrigger and Selector Instructional Placards Proper Location**

4. Review the inspection results from steps 2 and 3.
  - a. If all the instructional placards are properly installed as shown in Figures 2 and 3, proceed to step 5.
  - b. If any of the instructional placards are missing, proceed to step 6.
5. 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 this notice, 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 step in this document.

6. Repair is required. Perform steps a through d shown below.
  - a. Arrange for the installation of the Outrigger Instructional Placards Kit, part number 991566372, using either of the methods shown below.
    - Contact Altec Service to schedule the installation of the kit.
    - Contact Altec Parts to order the kit, and schedule for your own technician or your third party provider to install it.
  - b. Put the unit back into service while awaiting installation of the kit.
  - c. Install the kit upon receipt.
  - d. Do not complete the Inspection Sheet at the end of this notice. Completion of the SIL will be documented after the kit is installed.

# 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](mailto: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.