



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.



Rear Outrigger Hose Inspection

Units Affected: Certain LS60 aerial devices built from July 2018 to April 2022. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: The rear out and down outriggers on the affected units may contain a dual bonded hose with an externally attached electrical cable in the horizontal leg to operate the hydraulic cylinder and proximity interlock sensor in the vertical leg. Altec has learned that the hose/cable assembly can have a reduced life expectancy due to abrasion sustained during extension and retraction of the horizontal leg. Altec has developed a product improvement using a triple bonded hose with the electrical cable contained inside the center hose of the assembly.

Customer Action: Inspect the rear outriggers using the Inspection Procedure beginning on page 2, or contact Altec to perform this inspection. If the inspection shows that one or both outriggers contain the original hose design, order and install the Tri-Bond Hose Assembly Kit specified in the Inspection Procedure, or schedule the installation of the specified kit by Altec. Complete the inspection no later than 30 days from the receipt of this notice. Complete any required repair no later than the next preventive maintenance interval or 120 days from the completion of the inspection, 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 30 minutes and one person to complete. Completion of the repair is estimated to take 4 hours and one person for the single outrigger kit or 8 hours and one person for the dual outrigger kit. The repair requires lifting equipment rated for at least 700 pounds.

Completion and Warranty: The inspection and repair are 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 \$45 for the labor to perform the inspection, and up to \$360 for one outrigger or up to \$720 for two outriggers 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-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	1.0 hr Service, 0.5 hr other
Repair labor	Single o/r kit: 4.5 hr Service, 4.0 hr other Dual o/r kit: 8.5 hr Service, 8.0 hr other
Account #	010.1953.43151.000.9259.000
Travel	Not included
NHTSA code	90
Prime fail P/N	990386838
Doc ref	074900839, 074900840

Altec Use Only			
Description	Part No.	Qty	Warranty
Single outrigger tri-bond hose assembly kit	991542085	1	Yes
Dual outrigger tri-bond hose assembly kit	991542461	1	Yes

Inspection Procedure: Normal mechanic’s hand tools and a flashlight are required for this inspection. 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 engage the power take-off (PTO). Chock the wheels.

2. Extend both rear outrigger horizontal legs far enough to expose the access hole covers on the sides (refer to Figure 1). Disengage the PTO, and turn off the engine. Remove the key from the ignition, and secure it following your employer’s vehicle lockout/tagout procedure.

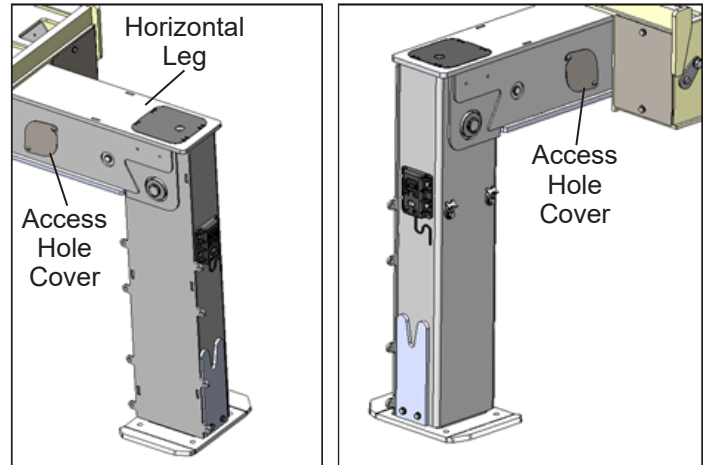


Figure 1 — Extending Legs to Expose Covers

3. Remove the access hole cover from both sides of the rear horizontal outrigger leg on the street side.

4. Use a flashlight to inspect and identify the bonded hose assembly lying on the bottom plate inside the horizontal leg, using whichever access hole gives the best view of the hose (refer to Figure 2).

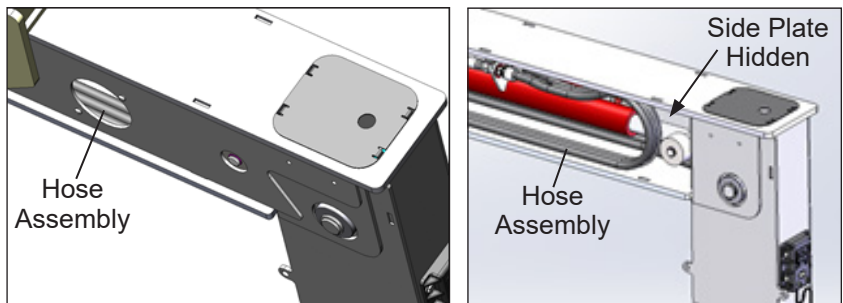


Figure 2 — Inspecting Bonded Hose Assembly

- If the hose assembly is a dual bonded hose with an electrical cable secured along the outside of the hoses by sections of heat shrink tubing (refer to Figure 3), mark "Yes" for the street side hose in Figure 5.

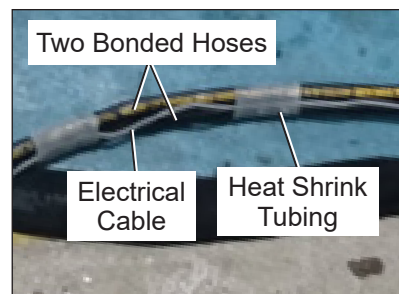


Figure 3 — Dual Bonded Hose

- If the hose assembly is a triple bonded hose with no electrical cable visible on the outside (refer to Figure 4), mark "No" for the street side hose in Figure 5.

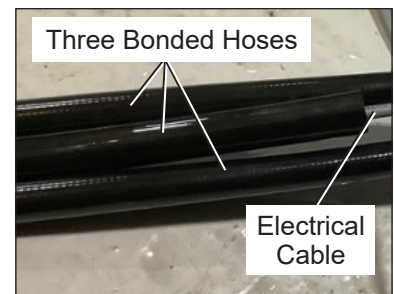


Figure 4 — Triple Bonded Hose

Hose Type	Street Side	Curb Side
Dual Bonded Hose with External Cable	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

Figure 5 — Inspection Results Summary

5. Reinstall the access hole covers on the outrigger leg.
6. Repeat steps 3 through 6 for the curb side outrigger leg.

7. Review the inspection results shown in Figure 5.
 - If a "No" answer is marked for both sides, no repair is required. Proceed to step 8.
 - If any "Yes" answers are marked, repairs are required. Proceed to step 9.
8. 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 notice.
9. Determine which kit is required to repair the unit, based on the "Yes" answers marked in Figure 5.
 - If "Yes" is marked for only one side, mark the Single Outrigger Tri-Bond Hose Assembly Kit in Figure 6.
 - If "Yes" is marked for both sides, mark the Dual Outrigger Tri-Bond Hose Assembly Kit in Figure 6.

Kit Description	Part Number	Required
Single Outrigger Tri-Bond Hose Assembly Kit	991542085	<input type="checkbox"/>
Dual Outrigger Tri-Bond Hose Assembly Kit	991542461	<input type="checkbox"/>

Figure 6 — Identifying Required Kit

10. Install the required kit marked in Figure 6 as described in steps a through c shown below.
 - a. Contact Altec Service to schedule the installation, or contact Altec Parts to order the kit, and schedule for your technician or third party provider to perform the installation.
 - b. Put the unit back into service while awaiting the installation of the kit.
 - c. Do not complete the Inspection Sheet at the end of this notice. Completion of the SIL will be documented after the vehicle is repaired.

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.