



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.



Maintenance Manual Update

Units Affected: Certain Altec LS60 aerial devices built from November 2017 to January 2023. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that Section 8 of the Maintenance Manual for the affected units contains an incorrect torque value of 325 foot-pounds for the rotation gearbox mounting cap screws. All other locations in the manual contain the correct torque value of 150 foot-pounds for these cap screws. Torquing these cap screws to 325 foot-pounds can stretch them, causing loose mounting of the rotation gearbox. The Maintenance Manual has been updated to show the correct torque value.

Customer Action: Request updated Maintenance Manuals for your unit by November 30, 2023 by using one of the following methods to submit the notice number (SIL-3082), the unit's serial number, and the contact name, phone number, email address, company name, and shipping address.

- [Click here](#) or use the QR code at the right.
- Send an email to product.safety@altec.com.
- Call Altec at 816-901-4839.



Discard the unit's original Maintenance Manuals and replace them with the updated manuals no later than December 30, 2023.

Subsequent damage due to failure to perform the required action(s) in the time period allowed will not be covered by warranty.

Requirements: Every affected unit requires the replacement of the Maintenance Manuals for completion. No inspection is required. The replacement of the manuals will take a minimal amount of time.

Completion and Warranty: There is no labor reimbursement to the customer for the replacement of the manuals. Replacement manuals will be furnished at no charge if they are ordered by November 30, 2023. If they are ordered after this date, they will no longer be covered by warranty, and will be charged to the customer.

Altec Contact Info:

Altec Connect: connect.altec.com/login



Phone: 1-877-GOALTEC (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	0.0 hr
Repair labor	0.0 hr
Account #	010.1953.43156.000.9313.000
Travel	Not included
NHTSA code	90
Prime fail P/N	074930348, 074930493
Doc ref	N/A

Altec Use Only			
Description	Part No.	Qty	Warranty
LS60 Maintenance Manual, 2018-11 to 2022-08	074930348	2	Yes
LS60 Maintenance Manual, 2022-08 and later	074930493	1	Yes