



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.



JEMS Firmware Update

Units Affected: Certain units built with a Jobsite Energy Management System (JEMS) S/SE/LE from October 2020 to May 17, 2023. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that the affected JEMS systems may fail to charge or operate properly, particularly when the battery is cold. Altec has developed a firmware update to resolve this issue.

Customer Action: Scan the QR code at the right or [click here](#) to request the proper firmware for your unit. You will need the unit serial number to make this request. You can also contact Altec to schedule the SIL-3054 JEMS firmware update. This update should be performed no later than the next preventive maintenance interval.



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 firmware update for completion. The repair is estimated to take 1 hour and 1 person to complete. The firmware update requires the use of the AXIS Service tool.

Completion and Warranty: 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 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 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-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	1.5 hr (Service), 1.0 hr (other)
Account #	010.0154.46151.000.9289.000
Travel	Not included
NHTSA code	90
Prime fail P/N	N/A
Doc ref	074900873

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