



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.



Deck Non-Skid Coating Inspection

Units Affected: Certain AH, LS, AT-P, AN, DC, DH-E/H, and AT-M Series aerial devices built from March 2022 to March 2023. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that the affected units have non-skid coating on the deck that could delaminate and flake off over time. This causes the deck surface to lose its texture and is cosmetically unappealing.


Customer Action: Inspect each unit using the Inspection Procedure or contact Altec to complete the inspection. Units that require repair must be taken to a qualified body shop for repair. Both the inspection and repair, if required, must be completed within one year of the date of 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: The inspection is estimated to take 15 minutes and 1 person to complete. The repair is estimated to take 12 hours and 1 person to complete.

Completion and Warranty: The inspection and repair are covered under the Altec Warranty Policy. The inspection can be performed by Altec, the customer, or the customer’s warranty provider. The repair can be performed by a qualified body shop. Altec is not able to perform this repair. Altec will perform the inspection 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 \$22.50 for the labor to perform the inspection and up to \$1,280 for the labor and materials to perform the repair. Customers are responsible for the travel costs of an Altec Mobile Service technician if the technician performs the inspection 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	0.75 hr Service; 0.25 hr Other
Repair labor	12.0 hrs
Account #	010.0953.43151.000.9314.000
Travel	Not included
NHTSA code	90
Prime fail P/N	009900054
Doc ref	NA

Altec Use Only			
Description	Part No.	Qty	Warranty
Non-skid lanning	NA	-	Yes

Inspection 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. Inspect the non-skid coating on the deck. Remove any items from the deck that may block the deck from view. Look for areas where the non-skid coating has completely separated from the deck.
3. Determine the cause of separation (refer to Figures 1 and 2).
 - If the underlying surface is gouged, this separation is due to damage. It is not covered by this SIL. Proceed to step 7.
 - If the underlying surface has black or grey residue on the surface, this separation is due to normal use. It is not covered by this SIL. Proceed to step 7.
 - If the underlying surface is undamaged parent material (refer to Figure 1), this decking requires repair. Proceed to the next step.



Figure 1 — Examples of Delamination



Figure 2 — Examples of Normal Wear and Damage

4. Schedule repair with a local body shop that is qualified to meet the requirements under the Repair Instructions list on page 3.
5. Prior to taking the vehicle to the body shop, remove all equipment.
6. Once the repair is complete, proceed to step 7.

7. Document completion of this notice
 - If the work was performed by Altec, indicate the correct level of repair on the Service Request.
 - If the customer is completing the repair, only submit a completion if no repair is needed or once a repair has been made. If the vehicle is awaiting repair, do not submit the completion.

Repair Instructions:

1. Use Lanning LE-1050 or an equivalent product for application of new non-skid coating.
2. Remove all non-skid coating from the entire deck without removing bolt-on components. Do not use sand or other blasting techniques to remove the non-skid coating or prep the surface.
3. Prepare the surface according to the manufacturer's recommendation.
4. Apply a single layer of Lanning LE-1050 or equivalent product and allow it to dry according to the manufacturer's recommendation.

Inspection or Repair Sheet

Complete this form and submit it to Altec to document inspection when no repair is needed or when a repair has been completed.



Product Safety

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



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.