



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.

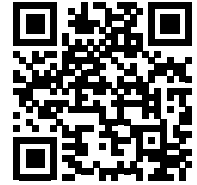


Intermittent Unit Operation — Firmware Update

Units Affected: Certain AT37ME/PE/SE, AT41ME/PE/SE, and AT48ME/PE/SE units built from August 2021 to June 2022. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that due to a missing valve driver calibration, the estimated output current for certain functions may exceed the digital fuse setting resulting in the unit stopping operation in cold temperatures. This may occur several times until the coil warms or until the ambient temperatures rise above a threshold.

Customer Action: Scan the QR code at the right or [click here](#) to request the valve driver firmware update for your unit. You will need the unit serial number to make this request. You can also contact Altec to schedule the firmware SIL-3060 firmware update. This update should be performed no later than the next preventive maintenance interval or no later than 6 months from 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: Every affected unit requires the firmware update for completion. The repair is estimated to take 1 hour and 1 person to complete. An AXIS Service Tool is required to install the update.

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 \$90.00 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 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	0.0 hr
Repair labor	1.5 hr (Service); 1.0 hr (other)
Account #	010.1073.43156.000.9295.000
Travel	Not included
NHTSA code	90
Prime fail P/N	N/A
Doc ref	074900877

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