



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.



Upper Controls Joystick Replacement

Units Affected: AT238P aerial devices built from November 2020 to August 2022. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec learned that a connection in the upper controls joystick in certain OEM Controls can fail due to wire movement during use and issued SIL-845 to re-manufacture controllers in the field. After SIL-845 was released, OEM Controls joysticks continued to fail due to a faulty soldered connection. If this failure happens with the boom elevated, the operator in the platform will need another person to use the lower controls to lower the platform. The manufacturer has redesigned the connection and is providing a replacement joystick to eliminate this issue.

Customer Action: Inspect each unit using the Inspection Procedure or contact Altec to complete the inspection. For units that require repair, order and install the Joystick Replacement Kit, part number 991460872, or contact Altec to perform this installation. The joystick replacement must be completed no later than the unit's next preventive maintenance interval. Warranty coverage for this notice will expire September 1, 2025.

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

Requirements: This work is estimated to take 1/2 hour for one person to complete.

Completion and Warranty: The inspection and repair are covered under the Altec Warranty Policy until September 1, 2025 and can be performed by Altec, the customer, or the customer's warranty provider. Altec will perform the repair for free at an Altec facility. If the customer or the customer's warranty provider performs the repair, a warranty claim must be submitted to be reimbursed for the cost of the parts and/or labor, and the original joystick must be returned to Altec for core credit. Altec will allow up to \$45.00 for the labor to perform the inspection and up to \$45.00 for the labor to perform the repair. The cost of the new joystick will be reimbursed under warranty only if the original joystick is returned. 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

Table with 2 columns: Field, Value. Rows include Inspection labor, Repair labor, Account #, Travel, NHTSA code, Prime fail P/N, Doc ref.

Table with 4 columns: Description, Part No., Qty, Warranty. Row includes Joystick replacement kit.

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. Locate the OEM Controls serial number label(s). The labels are typically attached to the joystick, under the rubber cover. The serial number is identified as a 6-digit code starting with S# followed by a date code in the following format YY.MM.DD (Year.Month.Day), refer to Figure 1.

- If the serial number is greater than or equal to 626527, or if the date is after 22.08.01, the joystick controller does not need to be replaced unless it is non-functional. Proceed to step 3.
- If the serial number is less than 626527 or the date is before 22.08.01, look for a QA label.
 - If the date code on QA label is after 22.08.01, the joystick controller does not need to be replaced.
 - If the date code on the QA label is before 22.08.01, the joystick controller needs to be replaced and returned through the SIL-3110 procedure. Proceed to Step 4.

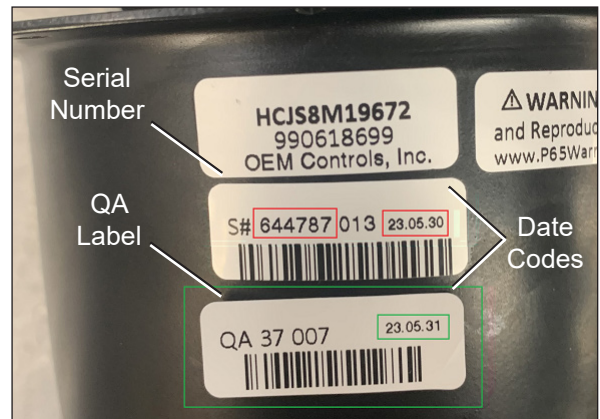


Figure 1 — Serial Number and QA Labels

3. Replacement is not required. Perform steps a through d below.
 - a. Put the unit back into service.
 - b. Complete the Inspection Sheet at the end of this notice, and return it to Altec.
 - c. If the inspection was performed by Altec, mark this notice as complete on the Service Request.
 - d. Do not complete the remaining step in this notice.
4. Replacement is required. Perform steps a through e below.
 - a. Put the unit back into service.
 - b. Arrange for the installation of the Joystick Replacement Kit, part number 991460872, using one of the methods below.
 - Contact Altec Service to schedule the installation of the kit.
 - Contact Altec Parts to order the kit, and schedule for your own technician or your third party provider to install the kit
 - c. Install the kit upon receipt.
 - d. Put the unit back into service.
 - e. Do not complete the Inspection Sheet at the end of this notice. Completion of the notice 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.