



Customer Outreach
PO Box 8338
Saint Joseph, MO 64508

product.safety@altec.com
connect.altec.com/login

Phone 1-877-GO ALTEC

This campaign applies to your vehicle. Refer to the provided list.

Dear Altec Owner,

Altec Industries, Inc. has issued a customer satisfaction campaign 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.



AC40E Boom Stow Replacement

Units Affected: Certain AC40E units built from September 2022 to June 2023. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that the boom stow flanges can become damaged during transportation or stowing of the boom on the affected units. This can result in damage to the boom.

Customer Action: Order and install the Boom Stow Replacement Kit, part number 991650759, or contact Altec to schedule the installation of the kit, and complete the Inspection Procedure beginning on page 2. Complete the inspection and installation by the next maintenance interval or within 90 days of receipt of this notice, whichever comes first.

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 installation of the proper kit for completion. The inspection is estimated to take 15 minutes and 1 person to complete. The repair is estimated to take 1.5 hours and 2 people to complete.

Completion and Warranty: The inspection and repair are covered by the Altec Warranty Policy and can be performed by Altec, the customer, or the customer's warranty provider. Altec will perform the inspection and repair for free at an Altec facility. If the customer or the customer's warranty provider perform 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 \$135.00 for the labor to perform the repair. An Altec Mobile Service Technician is not able to complete this repair.

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	0.75 hr (Service), 0.25 (other)
Repair labor	2.0 hr (Service), 1.5 hr (other)
Account #	010.0994.43156.000.9330.000
Travel	Not included
NHTSA code	90
Prime fail P/N	991059332
Doc ref	074900880

Altec Use Only			
Description	Part No.	Qty	Warranty
Boom stow replacement kit	991650759	1	Yes

Inspection Procedure: Normal mechanic's hand tools are required for this inspection. 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 boom rest flanges for damage (refer to Figure 1).
3. Inspect the lower boom for damage where contact is made with the boom rest.
4. Review the inspection results.
 - If the lower boom structure is damaged, proceed to step 5.
 - If the lower boom is not damaged, and/or superficial paint damage is noted, proceed to step 6.
5. Further repair is required. Contact Altec Technical Support at 1-877-GO ALTEC (1-877-462-5832) option 4 for further instruction. Do not complete the remaining step in this procedure.
6. Repair is required. Perform steps a through d below.
 - a. Put the unit back into service.
 - b. Order the Boom Stow Replacement Kit, part number 991650759.
 - c. Arrange for the installation of this kit 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
 - d. Install the kit upon receipt.

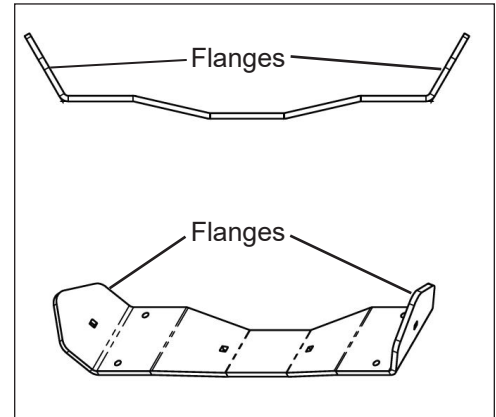


Figure 1 — Boom Stow Flanges