



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.



AC45E Maintenance Manual - Torque Value Update

Units Affected: Certain AC45E cranes built from September 2020 to present. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that Section 9 of the Maintenance and Parts Manual for affected units contains an incorrect torque value of 250 foot-pounds (339 N•m) for the rotation gearbox mounting cap screws. All other locations in the manual contain the correct torque value of 65 foot-pounds (88 N•m) for these cap screws. Torquing these cap screws to 250 foot-pounds (339 N•m) can result in breaking the bolts during rotation gearbox installation or maintenance. The Maintenance Manual has been updated to show the correct torque value.

Customer Action: Add the included manual addendum to the Maintenance and Parts Manual, which contains the updated torque value, or locate the updated procedure in Section 9 of the Maintenance and Parts Manual and replace the incorrect torque value, 250 foot-pounds (339 N•m) with the correct torque value, 65 foot-pounds (88 N•m).

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 manual addendum be added to the unit’s Maintenance Manual or locate and replace the incorrect torque value, 250 foot-pounds (339 N•m) with the correct torque value, 65 foot-pounds (88 N•m) in Section 9 of the Maintenance and Parts Manual.

Completion and Warranty: This notice will be marked complete upon mailing. No further action is required. There is no inspection or repair labor for this notice.

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 (Service) 0.0 hr (Other)
Repair labor	0.0 hr (Service) 0.0 hr (Other)
Account #	010.1096.43156.000.9346.000
Travel	Not included
NHTSA code	90
Prime fail P/N	074920631
Kit instructions	NA

Altec Use Only			
Description	Part No.	Qty	Warranty
NA	NA	NA	NA

Manual Addendum — Stability Testing Procedure

Stability

Testing

1. Position the unit on a level, hard surface, apply the parking brake, and chock the wheels. Engage the PTO.
2. Properly set the outriggers. Extend the outriggers to lift the tires off the ground. Level the mobile unit side-to-side with the outriggers. Use the outriggers to level in the front to back direction. The outriggers must be extended to the full span position.
3. Position the booms for the test as described on the capacity chart.
4. Apply the proper stability test load to the winch line (refer to the capacity chart).
5. Rotate the turntable in a full rotation cycle, watching for any evidence of instability. Outriggers and tires may lift off the surface during the test without indicating a condition of instability as long as the mobile unit does not tend to overturn.
6. If it is determined that the mobile unit will not pass the test as originally built, permanent counterweight, unit capacity reduction, zone capacity rating, or other similar solutions must be evaluated to ensure that the finished unit will pass the test. Use temporary counterweight to determine how much permanent counterweight is needed and where the counterweight should be added. Rotate the turntable in a full rotation cycle watching for any evidence of instability after adding the temporary counterweight. If the unit passes the test with the temporary counterweight, remove the temporary weight and add the permanent counterweight. Perform the test again.
7. After the test has been completed, torque all of the cap screws to 1,000 foot-pounds (1,356 N•m) for the outer race. Torque the inner race bolts to 600 foot-pounds (814 N•m) using a circular pattern. This is only required following initial stability test at the time of initial installation of unit on chassis.
8. After the test has been completed, torque the rotation gearbox mounting cap screws to **65 foot-pounds (88 N•m)**. This is only required following initial stability test at the time of initial installation of unit on chassis.