



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.



PTO and Pump Mounting Fasteners Inspection and Torque

Units Affected: Certain AH model aerial devices built from September 2022 to November 2023. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that the affected units could have loose PTO and/or pump mounting fasteners. Loose fasteners could lead to leaks, damage to components, and unit downtime.

Customer Action: Use the Inspection Procedure included with this notice to inspect the affected fasteners within 30 days of receipt of this notice or at the next scheduled maintenance interval, whichever comes first. This inspection will determine if the unit can remain in service while awaiting a fastener torque or if it must be removed from service. All fasteners must be torqued for completion of this notice. Warranty for this repair expires one year from the date of this notice December 28, 2024.

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 1 hour and one person to complete. The repair is estimated to take 1 hour and one person to complete. Every unit requires the fasteners to be torqued for completion.

Completion and Warranty: The inspection and repair are 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 parts and/or labor. Altec will allow up to \$90 for the labor to perform the inspection and up to \$90 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	1.5 hr (Service) 1.0 hr (Other)
Repair labor	1.5 hr (Service) 1.0 hr (Other)
Account #	010.0953.43156.000.9351.000
Travel	Not included
NHTSA code	90
Prime fail P/N	NA
Kit instructions	NA

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

Inspection Procedure: Normal mechanic’s hand tools are required for this inspection. A flashlight and inspection mirror will aid in inspection. If fasteners are loose, a calibrated click-type torque wrench rated for at least 97 ft-lbs may be required. 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. Record all inspection findings in Figure 1.

	PTO Mounting	Pump Flange	Pump Support Bracket at Pump Housing	Pump Support Bracket at Transmission	Leaks at PTO to Transmission	Leaks at Pump to PTO
Repair A				NA		
Repair B		NA	NA	NA	NA	NA
Repair C					NA	NA
Repair D						
Final						

Figure 1 — Inspection Results

PTO Mounting Fasteners

- 3. Locate the unit’s PTO. This is normally on the top or curb side of the transmission. A flashlight and inspection mirror will aid this inspection. Removing the exhaust elbow or an inspection panel in the cab floor are not required, but may aid visibility for this inspection.



Figure 2 — PTO Mounting

4. Check the PTO for missing cap screws. There should be eight cap screws. Two PTO flange holes will not have a cap screw in them because they are for alignment dowels.
 - If 5 to 8 cap screws are missing, remove the unit from service. Place an X in the Repair Instruction A row under PTO mounting.
 - If 2 to 4 cap screws are missing, remove the unit from service. Place an X in the Repair Instruction B row under PTO mounting.
 - If 1 cap screw is missing, place an X in the Repair Instruction C row under PTO mounting.
 - If no cap screws are missing, place an X in the Repair Instruction D row under PTO mounting.
5. Look for cap screw heads that have air gaps or exposed shoulders between the head and the PTO flange. Loose cap screws may not be movable by hand due to the thread locker.
 - If 5 to 8 cap screws are loose, remove the unit from service. Place an X in the Repair Instruction A row under PTO mounting.
 - If 1 to 4 cap screws are loose, place an X in the Repair Instruction C row under PTO mounting.
 - If all cap screws are tight, place an X in the Repair Instruction D row under PTO mounting.

Pump Flange Fasteners

6. Locate the pump flange. This is at the rear of the PTO (refer to Figure 3).

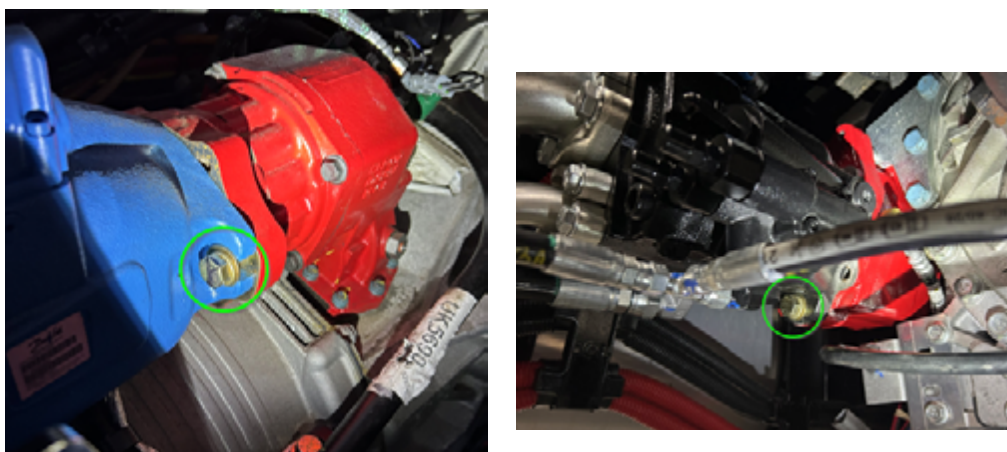


Figure 3 — Pump Flange

7. Try to push and pull the pump housing to check for movement.
 - If the pump moves, remove the unit from service. Place an X in the Repair Instruction A row under pump flange.
 - If the pump does not move, proceed to the next step.
8. Using your hand, try to move the washers below the 2 pump flange cap screws.
 - If the washers move, place an X in the Repair Instruction C row under pump flange.
 - If the washers do not move, place an X in the Repair Instruction D row under pump flange.

Pump Support Bracket at Pump Housing

9. Locate the pump support bracket on the pump housing (refer to Figures 4 and 5). If the unit does not have an integrated pump support bracket at the pump housing, place an X in the Repair Instruction D row under pump support bracket at pump housing and proceed to step 11.

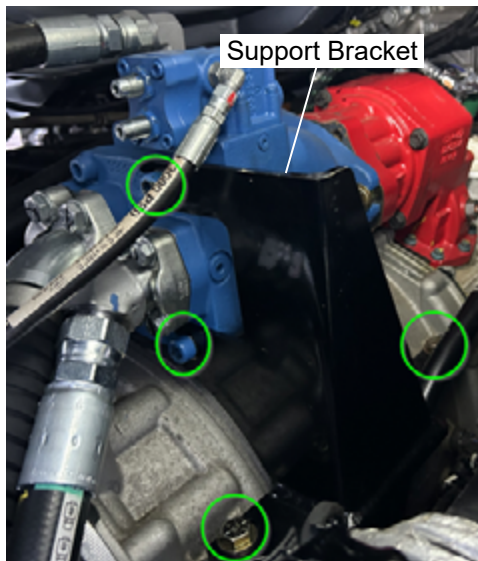


Figure 4 — Non-Integrated Support Bracket at Pump Housing

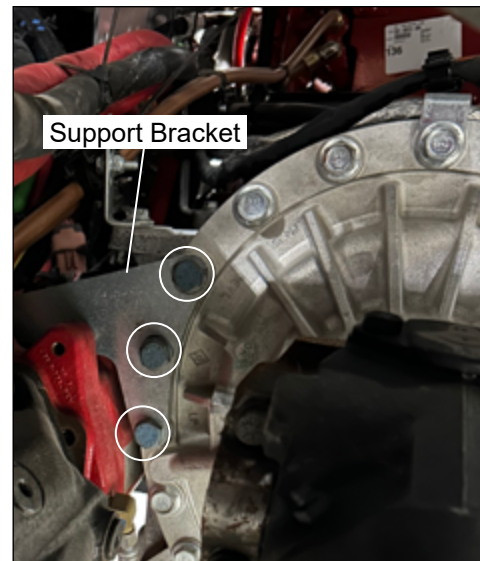


Figure 5 — Integrated Support Bracket at Pump Housing

10. Inspect both cap screws for gaps or exposed shoulders between the head and the bracket. Loose cap screws may not be movable by hand due to thread lock locker and/or corrosion.
 - If 1 or more cap screws are missing, remove the unit from service. Place an X in the Repair Instruction A row under pump support bracket at pump housing.
 - If 1 or more cap screws are loose, place an X in the Repair Instruction C row under pump support bracket at pump housing.
 - If both cap screws are tight, place an X in the Repair Instruction D row under pump support bracket at pump housing.

Pump Support Bracket Fasteners at the Transmission

11. Locate the pump support bracket bolts at the transmission (refer to Figures 4 and 5). If the unit does not have a pump support bracket at the transmission, place an X in the Repair Instruction D row under pump support bracket at transmission and proceed to step 13.
12. Using your hand, try to move the washers below the 2 the pump support bracket bolts.
 - If 1 or more washers move, place an X in the Repair Instruction C row under pump support bracket at transmission.
 - If the washers do not move, place an X in the Repair Instruction D row under pump support bracket at transmission.

Leaks at PTO to Transmission

13. Inspect for leaked transmission fluid where the PTO mounts to the transmission.
 - If there is no evidence of a leak, place an X in the Repair Instruction D row under leaks at PTO to transmission. Proceed to step 14.
 - If fluid has leaked, a fastener could be loose or a seal may have failed.
 - a. Using the vehicle owner's manual, check the transmission fluid level and refill as needed.
 - b. Clean any residual fluid from the area, and tighten the PTO mounting bolts.
 - c. Refer to Figure 1.
 - If an X is marked in Repair A or Repair B in any column, proceed to step 14.
 - If there is not an X marked in Repair A or Repair B in any column, start the engine and engage the PTO.

- d. Inspect for leaks.
 - If no leaks are present, place an X in the Repair Instruction D row under leaks at PTO and transmission.
 - If a leak is present, remove the unit from service. Place an X in the Repair Instruction A row under leaks at PTO to transmission.
- e. Disengage the PTO, and turn off the engine.

Leaks at Pump to PTO

14. Inspect for leaked hydraulic fluid where the pump mounts to the PTO.
 - If there is no evidence of a leak, place an X in the Repair Instruction D row under leaks at pump to PTO. Proceed to step 15.
 - If fluid has leaked, fasteners could be loose or a seal may have failed.
 - a. Check the oil level at the hydraulic reservoir. If the oil level is low, refill the hydraulic oil before proceeding.
 - b. Clean any residual oil from the area, and tighten the pump mounting bolts.
 - c. Refer to Figure 1.
 - If an X is marked in Repair A or Repair B in any column, proceed to step 15.
 - If there is not an X marked in Repair A or Repair B in any column, start the engine and engage the PTO.
 - d. Inspect for leaks.
 - If no leaks are present, place an X in the Repair Instruction D row under leaks at pump to PTO.
 - If a leak is present, remove the unit from service. Place an X in the Repair Instruction A row under leaks at pump to PTO.
 - e. Disengage the PTO, and turn off the engine.
15. Summarize your inspection results using Figure 1.
 - a. In each column, determine the highest level repair needed (A is the highest, followed by B, then C, and lastly D).
 - b. Record the highest level repair in the Final row for each column. For example, if under PTO mounting you marked an X in both Repair A and Repair C, place an A in the Final row for the PTO mounting column. Refer to Figure 6 for an example chart.

	PTO Mounting	Pump Flange	Pump Support Bracket at Pump Housing	Pump Support Bracket at Transmission	Leaks at PTO to Transmission	Leaks at Pump to PTO
Repair A	X X		X	NA		
Repair B		NA	NA	NA	NA	NA
Repair C	X	X		X	NA	NA
Repair D	X				X	X
Final	A	C	A	C	D	D

Figure 6 — Example Inspection Chart

16. Proceed to the repair procedures section.

Repair Procedures:

1. Duplicate the Final row from Figure 1 to the Final row in Figure 7.

	PTO Mounting	Pump Flange	Pump Support Bracket at Pump Housing	Support Bracket at Transmission	Leaks at PTO to Transmission	Leaks at Pump to PTO
Final						
Complete						

Figure 7 — Repair Chart

2. Complete the indicated repair procedure for each component. Put an X in the Complete row in Figure 7 as each repair is completed. Once each repair is complete, proceed to the Completion section.

Repair A

1. Remove the unit from service. Tighten any loose components using sound mechanical practice for transport, if necessary.
2. Schedule for the loose component(s) to be inspected for damage by Altec. Any components that are suspected to be damaged by the loose components must have a warranty task approved prior to completion of repair.
3. Schedule for the PTO mounting, pump mounting, and/or pump bracket fasteners to be properly torqued according to the relevant maintenance manuals.
 - PTO Mounting Fasteners = 45 ft-lbs
 - Pump Support Bracket at Pump Housing Fasteners = 97 ft-lbs
 - Pump Support Bracket at Transmission = 80 ft-lbs
4. Proceed to the next component needing repair. If all repairs are complete, proceed to the completion section.

Repair B

1. Remove the unit from service. Tighten any loose components using sound mechanical practice for transport, if necessary.
2. Schedule for the PTO mounting, pump mounting, and/or pump bracket fasteners to be properly torqued according to the relevant maintenance manuals.
 - PTO Mounting Fasteners = 45 ft-lbs
 - Pump Support Bracket at Pump Housing Fasteners = 97 ft-lbs
 - Pump Support Bracket at Transmission = 80 ft-lbs
3. Proceed to the next component needing repair. If all repairs are complete, proceed to the completion section.

Repair C

1. Tighten loose fasteners. To tighten loose fasteners, use sound mechanical practice.
2. Schedule for the PTO mounting, pump mounting, and pump bracket fasteners to be properly torqued per relevant maintenance manuals.
 - PTO Mounting Fasteners = 45 ft-lbs
 - Pump Support Bracket at Pump Housing Fasteners = 97 ft-lbs
 - Pump Support Bracket at Transmission = 80 ft-lbs
3. While awaiting maintenance, reinspect the fasteners and transmission fluid level during each week of use. Do not mark this repair complete until the components have been properly torqued.
4. Proceed to the next component needing repair. If all repairs are complete, proceed to the completion section.

Repair D

1. Schedule for the PTO mounting, pump mounting, and pump bracket fasteners to be properly torqued per relevant maintenance manuals.
 - PTO Mounting Fasteners = 45 ft-lbs
 - Pump Support Bracket at Pump Housing Fasteners = 97 ft-lbs
 - Pump Support Bracket at Transmission = 80 ft-lbs
2. While awaiting maintenance, reinspect the fasteners and transmission fluid level during each week of use. Do not mark this repair complete until the components have been properly torqued.
3. Proceed to the next component needing repair. If all repairs are complete, proceed to the completion section.

Completion

Once all needed repairs are complete and the fasteners are properly torqued, document completion of this notice.

- 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.

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.

*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.



Product Safety



Altec Connect

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.