



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.



Troubleshooting Telematics System

Units Affected: Certain Altec units equipped with an AXIS telematics control unit (TCU) built from June 2018 to present. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that the affected units could have a telematics system that is not operating properly. Customers paying for digital complements such as JEMS Connect or E-Series Derricks Insights may not be receiving data.

Customer Action: Complete the Inspection Procedure beginning on page 2 of this document within 90 days from receipt of this notice, or contact Altec to complete this work. Warranty for this repair expires May 15, 2025.

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 30 minutes and one person to complete. The repair, if required, is estimated to take 4 hours and one person to complete. This work will require calling Altec Technical Support to validate the TCU is sending data.

Completion and Warranty: The inspection and repair are covered under the Altec Warranty Policy until May 15, 2025, 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 \$45 for the labor to perform the inspection and up to \$360 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	1.0 hr (Service) 0.5 hr (Other)
Repair labor	4.5 hr (Service) 4.0 hr (Other)
Account #	010.XXXX.43156.000.9358.000
Travel	Not included
NHTSA code	90
Prime fail P/N	NA
Kit instructions	074900914

Altec Use Only			
Description	Part No.	Qty	Warranty
T17 harness kit	991707697	1	Yes
18-pin connector	970586683	1	Yes

Inspection Procedure: Normal mechanic’s hand tools and a multimeter are required for this inspection. Read and understand all steps of the instructions before beginning the procedure. The chart on page 7 can help you track your inspection results.

This procedure will lead you through several connectors that could require replacement. All possible replacement parts are available by ordering the T17 harness kit, part number 991707697. If needed, you can also order the 18-pin connector, part number 970586683. You could also obtain these parts through your local supplier.

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 AXIS TCU (refer to Figure 1).
 - For most units, this is inside the cab behind the seats.
 - On units without a cab, it is installed on the vehicle body.
 - On JEMS units, the TCU is installed with the JEMS bracket. Do not uncover the JEMS bracket.

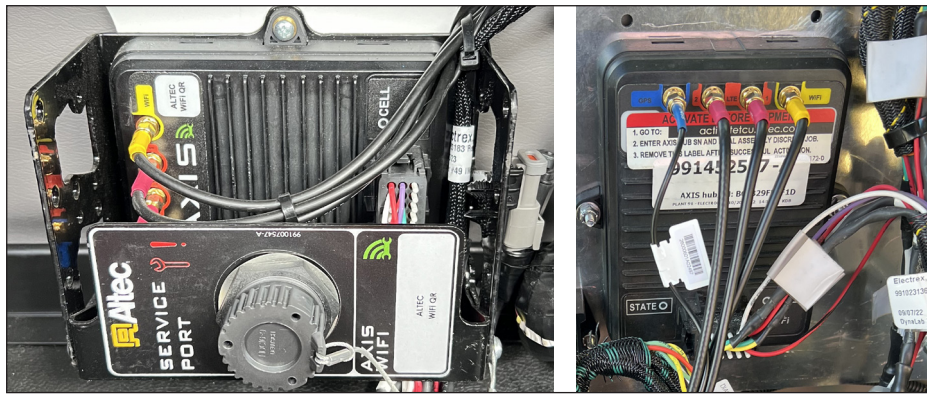


Figure 1 — AXIS TCU

3. Complete a visual inspection of the AXIS TCU wiring (refer to Figure 2). JEMS units only have one section of wiring while non-JEMS units have three sections.
 - For JEMS units, proceed to step 9.
 - For non-JEMS units, proceed to step 4.

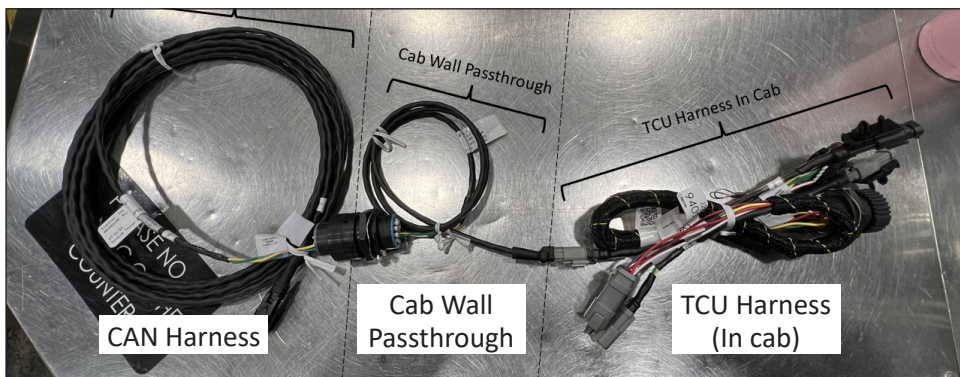


Figure 2 — Non-JEMS Wiring

4. On non-JEMS units, make sure the TCU harness AXIS CAN 2 is connected to the Cab Wall Passthrough plug. Correct the wiring if it is not.
 - If the harness is missing any connectors, order the T17 harness kit, part number 991707697. Do not complete the rest of this procedure until parts are received.
 - If the harness has all connectors and they are connected properly or you connected them as part of this step, proceed to step 5.

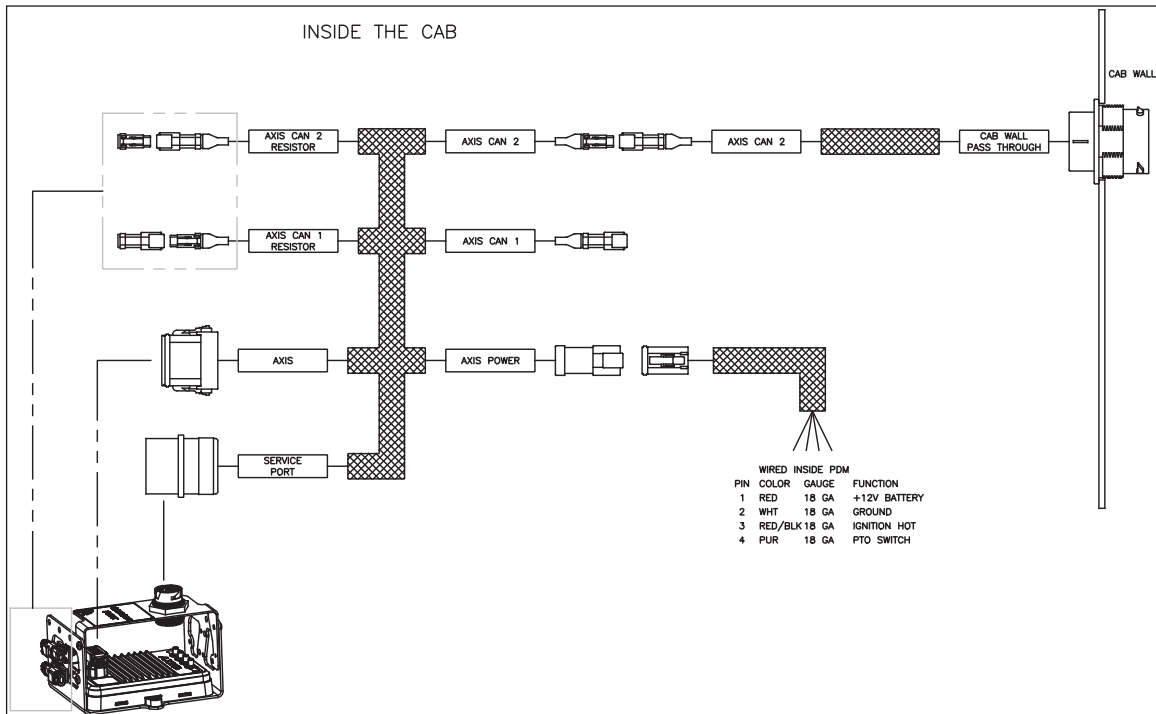


Figure 3 — Non-JEMS Wiring Schematic

5. Inspect the Cab Wall Passthrough harness (refer to Figure 4).
6. Verify all wiring is consistent: green to green, yellow to yellow, etc. Correct any wiring inconsistencies.
7. Inspect the Unit CAN interface that runs from the cab wall to the pedestal. On crane models, this wiring runs to the subbase right behind the cab instead of the pedestal. Make sure all the below connections are in place. If not, correct the wiring. If missing connectors, order the T17 harness kit, part number 991707697. Do not complete the rest of this procedure until parts are received.
 - Visually verify the Unit Interface CAN harness connects the TCU to the Unit Control Systems.
 - Verify the Unit Interface CAN harness connector in the pedestal is labeled **AXIS CAN 2**. On derrick models, this is a 3-pin DTM plug. On all other model types, this is a 2-pin DTM plug. On crane models, this will be in the subbase and could be labeled **Worldview Con** (refer to Figure 5).
 - Verify the Control Systems connector is labeled **CAN 2**. This is a 2-pin connector for all unit types except derricks; derricks have a 3-pin connector.



Figure 4 — Cab Wall Passthrough

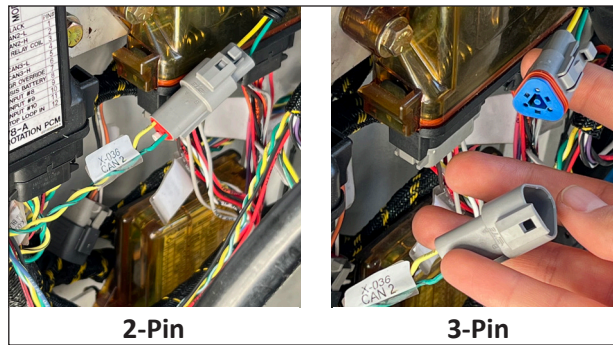


Figure 5 — Unit Interface CAN Harness Connector

8. Verify the CAN bus resistors are present.
 - a. Locate the two CAN bus resistors on the in-cab TCU harness labeled AXIS CAN 1 Resistor and AXIS CAN 2 resistor.
 - b. Unplug the resistor.
 - c. Using the multimeter, check the resistance. On a derrick, the CAN resistor is in a 3-pin Deutsch plug between pins A and B. On all other model types, the CAN resistor is in a 2-pin Deutsch plug between pins A and B
 - If the resistance is 110 to 130 ohms, proceed to step 10.
 - If the resistance is below 110 ohms or above 130 ohms, order the T17 harness kit, part number 991707697. Do not complete the rest of this procedure.

9. On JEMS units, make sure the TCU harness AXIS CAN 1 is connected to the CAN 1 plug on the JEMS harness inside the cab. Correct the wiring if it is not.

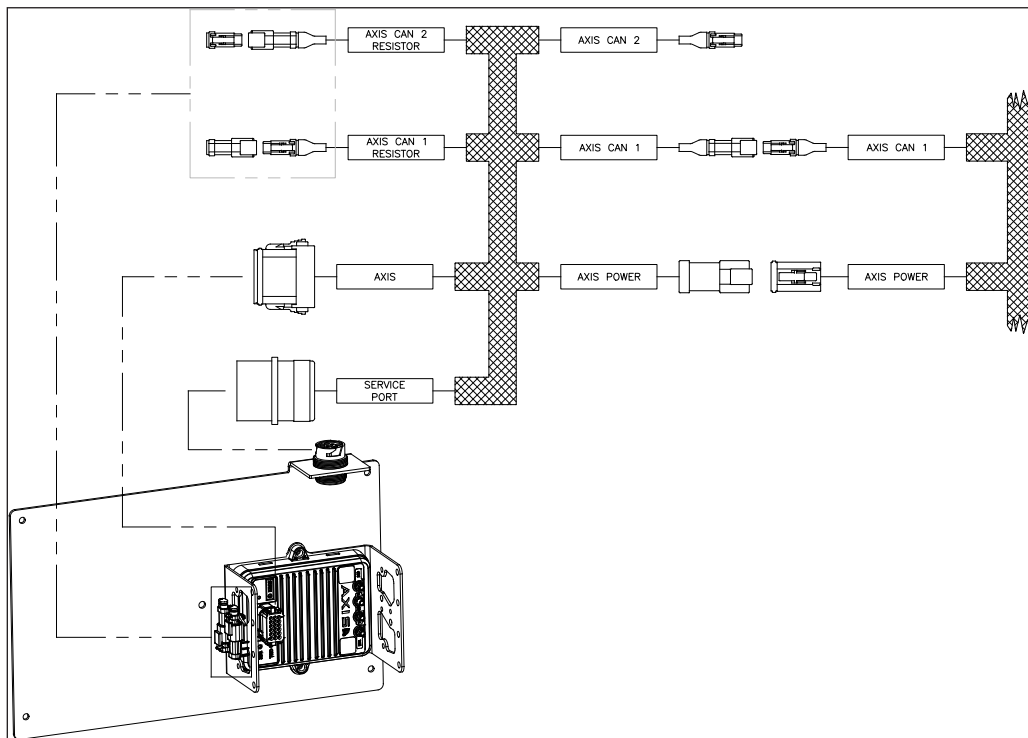


Figure 6 — JEMS Wiring Schematic

10. Verify there are no apparent issues such as unplugged connectors, missing resistors, or swapped CAN wires. Correct the connections if you can. If parts are missing, order the T17 harness kit, part number 991707697, or obtain the missing parts locally.
11. At the AXIS hub, inspect the harness.
- Disconnect the harness.
 - Examine the connector interior to ensure the pins are correctly seated and undamaged.
 - If damaged, order the 18-pin connector. Do not complete the rest of this procedure until that part is received.
 - If undamaged, reconnect the harness and make sure the connection is fully seated.
12. If you have corrected the wiring and/or connections, proceed to step 17. If you have not made any corrections yet, continue to the next step.

13. Check the resistance at the service port on the AXIS hub CAN 2, which is pin H (CAN high) and pin J (CAN low). Refer to Figure 7 for pin locations.

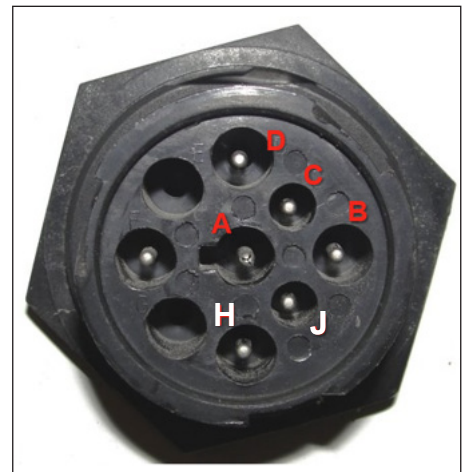


Figure 7 — CAN 2

- **0 Ω** - resistance is a short circuit.
 - Inspect the CAN bus for any visible signs of a short circuit (damaged insulation, exposed wiring).
 - Make sure there is no direct connection between the CAN high and CAN low lines.
 - Correct the connections and check the resistance again.
 - If the resistance is not 50 to 70 Ω , contact Altec Technical Support for additional troubleshooting.
 - If the resistance is 50 to 70 Ω , go to the next bullet.
 - **50 to 70 Ω** - resistance is correct.
 - Verify all wiring is consistent: CAN low (green to green), CAN high (yellow to yellow).
 - Proceed to step 17.
 - **110 to 130 Ω +** - resistance is incorrect.
 - Look for a loose missing resistor on the CAN bus. Each CAN bus will have two terminating resistors, one at each end of the bus.
 - Correct the connections and check the resistance again.
 - Still 110 to 130 Ω , proceed to step 14.
 - **140 Ω +**
 - Proceed to step 14.
14. Check the resistance on the wires below between the service port and AXIS hub connector. Correct resistance is 0 Ω to 10 Ω .
- Yellow CAN high wire
 - Green CAN low wire

15. If the resistance is not 0Ω to 10Ω on either wire, there is no continuity. Verify the wires and connectors are fully seated and check again.
 - a. If the resistance is correct on both wires, check the connections below (refer to Figures 3 and 5).
 - i. Service port to AXIS 18-pin connector
 - ii. Service port to AXIS CAN 2 plug
 - iii. Service port to Cab Wall Passthrough plug
16. If the resistance is not 0Ω to 10Ω on each connection above, there is no continuity. Verify the wires and connectors are fully seated and check again. If the resistance is correct in all cases, proceed to the next step. If the resistance is not correct, contact Altec Technical Support for additional troubleshooting.
17. Contact Altec Technical Support to verify the TCU is sending data. Call 1-877-462-5832, option 4. You will need the unit's Final Assembly Serial Number (found at the street side tail shelf or curb side front compartment door on the body and includes all numbers formatted as XXX-XXXXXXXXX). Altec Service can access the validation website by scanning the QR code.
 - Technical Support will advise you to advance to step 18 if the TCU is validated correctly.
 - If it does not validate, they will suggest additional troubleshooting.
18. Unit has validated successfully.
 - 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.



General Inspection Checks

Unit Type	Description	Inspected	Requires Replacement	
Non-JEMS	TCU harness AXIS CAN 2 connected to the Cab Wall Passthrough		Yes	No
Non-JEMS	Cab Wall Passthrough harness - connectors and wires in place		Yes	No
Non-JEMS	Wiring consistency		Yes	No
Non-JEMS	Unit Interface CAN harness allows the TCU to connect to the Unit Control Systems		Yes	No
Non-JEMS	Unit Interface CAN harness connector in the pedestal is labeled AXIS CAN 2 or World-view Con		Yes	No
Non-JEMS	Control Systems connector is labeled CAN 2		Yes	No
Non-JEMS	CAN bus resistors are present and connected		Yes	No
JEMS	TCU harness AXIS CAN 1 is connected to the CAN 1 plug on the JEMS harness inside the cab		Yes	No
All	No apparent issues or unplugged connectors		Yes	No
All	AXIS hub harness		Yes	No

Resistance Checks

Unit Type	Description	Reading Ω	Reading in Range	
All	Resistance at the service port on the AXIS hub		Yes	No
All	Wires below between the service port and AXIS hub connector		Yes	No
All	Service port to AXIS 18-pin connector		Yes	No
All	Service port to AXIS CAN 2 plug		Yes	No
All	Service port to Cab Wall Passthrough plug		Yes	No

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.



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.