



Customer Outreach  
PO Box 8338  
Saint Joseph, MO 64508

[product.safety@altec.com](mailto:product.safety@altec.com)  
[connect.altec.com/login](https://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.



## Grab Handles Installation

**Units Affected:** Certain AT41/48 MW/PW aerial units built from April 2020 to February 2024. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

**Background:** Altec has learned that the standard grab handles located above the lower controls may not have been installed on the affected units.

**Customer Action:** Verify the grab handle installation using the Inspection Procedure beginning on Page 2 of this notice. Depending on the results of the inspection, order and install the Grab Handle Installation kit, part number 991700799, or schedule the installation of this kit by Altec. Complete this repair by the next preventive maintenance cycle or within 90 days of receipt of this notice, whichever comes first. Warranty for this repair expires May 31, 2026.

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

**Ask your service provider to check for any outstanding notices at your next appointment.**

**Requirements:** The inspection is estimated to take 15 minutes and one person to complete. The repair is estimated to take 15 minutes and one person to complete.

**Completion and Warranty:** The inspection and repair are covered under the Altec Warranty Policy until May 31, 2026 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 \$22.50 for the labor to perform the inspection and up to \$22.50 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](https://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	0.75 hr (Service) 0.25 hr (Other)
Repair labor	0.75 hr (Service) 0.25 hr (Other)
Account #	010.0224.43156.000.9416.000
Travel	Not included
NHTSA code	90
Prime fail P/N	N/A
Kit instructions	074900911

Altec Use Only			
Description	Part No.	Qty	Warranty
Grab handle installation kit	991700799	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 tow vehicle and trailer on a level surface, apply the supplemental holding brake, if equipped, 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. At the lower controls, confirm if a steel grab is installed above the controls (refer to Figure 1).



**Figure 1 — Grab Handle**

3. Review the inspection results from step 2.
  - If the grab handle is installed, no repair is required. Proceed to step 4.
  - If the grab handle is not installed, repair is required. Proceed to step 5.
4. No repair is required.
  - 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.
5. Repair is required.
  - a. Put the unit back into service.
  - b. Order the Grab Handle Installation kit, part number 991700799, and arrange for the installation of the required 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.
  - c. Do not complete the Inspection Sheet at the end of this notice. Completion of the notice will be documented after the vehicle is repaired.
  - d. Install the kit upon receipt.
  - e. Put the unit back into service.

# 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](mailto: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.