



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.



### Slip Ring Seal

**Units Affected:** Certain LS49 and AH100B aerial units built from April 2022 to September 2023. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

**Background:** Altec has learned that the cable entry ports on the slip ring could be insufficiently sealed on the affected units. This can result in water entering the slip ring, causing the unit to lose functionality.

**Customer Action:** Inspect the slip ring using the procedure beginning on page 2. Depending on the results of the inspection, order and install the Slip Ring Installation Kit, part number 991685254. Complete this inspection and repair by the next preventive maintenance cycle or within 90 days of receipt of this notice, whichever comes first. Warranty for this repair expires July 02, 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 30 minutes and one person to complete. The repair is estimated to take 4 hours and one person to complete.

**Completion and Warranty:** The inspection and repair are covered under the Altec Warranty Policy until July 02, 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 \$45.00 for the labor to perform the inspection and up to \$360.00 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.

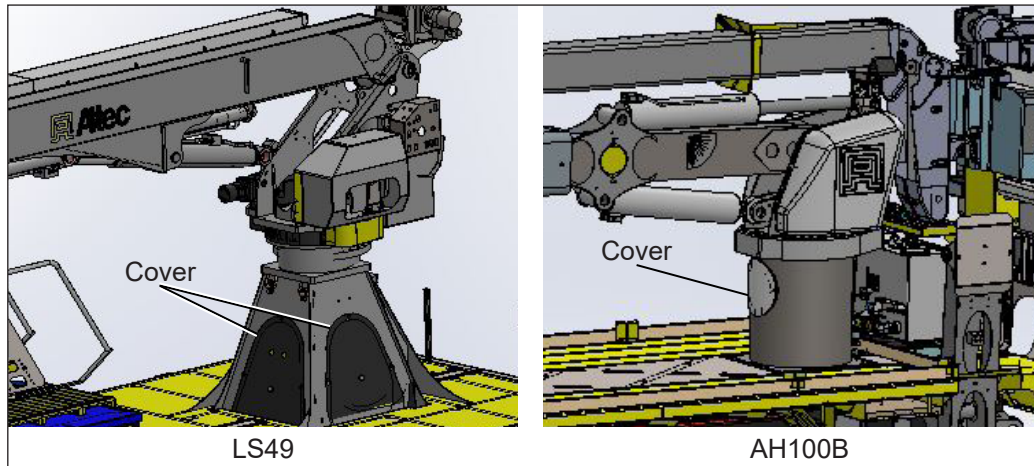
**Altec Contact Info:** Altec Connect: [connect.altec.com/login](https://connect.altec.com/login)  
Phone: 1-877-GO ALTEC (1-877-462-5832) | Options: 1 - Parts; 2 - Shop Service; 3 - Mobile Service; 4 - Technical Support; 5 - Global Rental Service Request; 6 - Chassis Repair

Altec Use Only	
Inspection labor	1.0 hr (Service) 0.5 hr (Other)
Repair labor	4.5 hr (Service) 4.0 hr (Other)
Account #	010.1953.43156.000.9348.000
Travel	Not included
NHTSA code	90
Prime fail P/N	991044976
Kit instructions	074900904

Altec Use Only			
Description	Part No.	Qty	Warranty
Slip ring installation kit	991685254	1	Yes

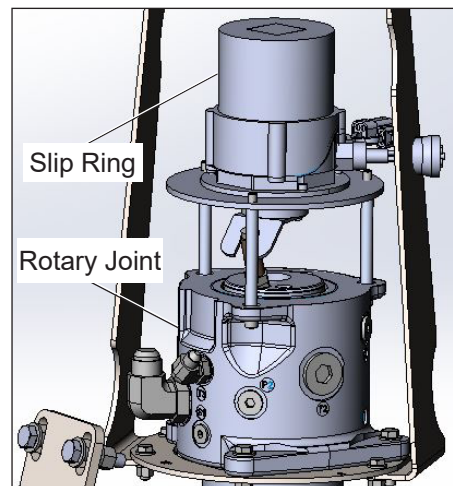
**Inspection Procedure:** Normal mechanic's hand tools and a flashlight are required for this inspection. Read and understand all steps of the instructions before beginning the procedure.

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. Remove the pedestal covers (refer to Figure 1).



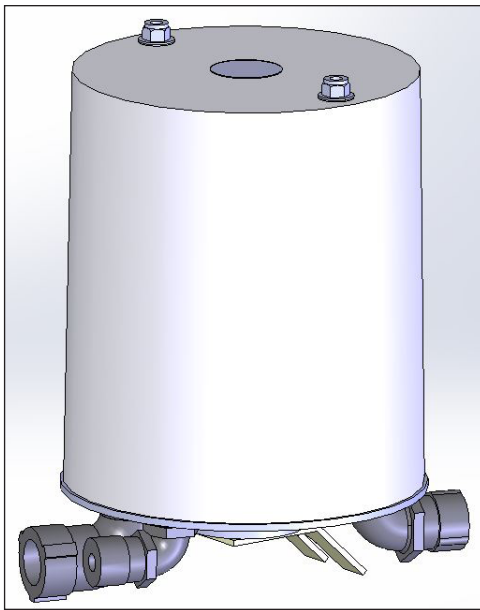
**Figure 1 — Pedestal Covers**

3. Locate the slip ring rotary joint assembly installed in the pedestal (refer to Figure 2).

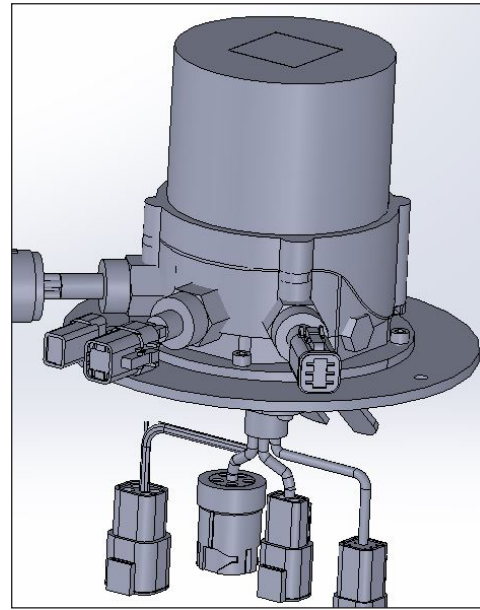


**Figure 2 — Slip Ring and Rotary Joint Assembly**

4. Inspect the slip ring.
  - If the slip ring is a bucket style, no repair is required (refer to Figure 3). Proceed to step 6.
  - If the slip ring is a top hat style, proceed to step 5 (refer to Figure 4).

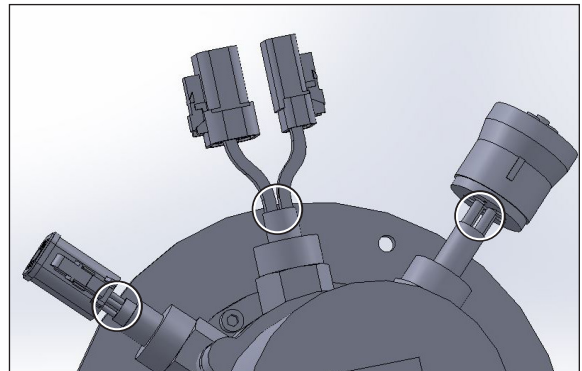


**Figure 3 — Bucket Style Slip Ring**

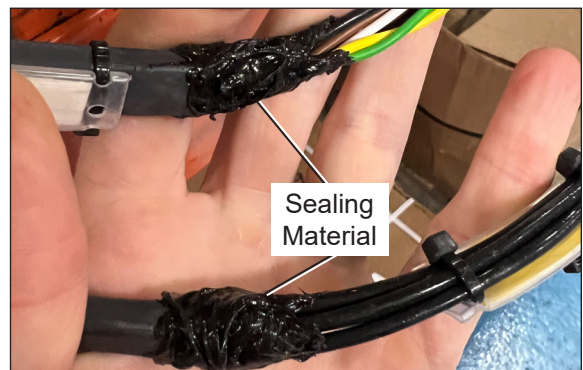


**Figure 4 — Top Hat Style Slip Ring**

5. Locate the cable housings and connectors at the ends of the 4 upper harnesses (refer to Figure 5). Confirm if a caulk-like substance sealing material is present on the wires (refer to Figure 6).
  - If sealing material is present on all upper harness wires, no repair is required. Proceed to step 6.
  - If sealing material is not present on all upper harness wires, repair is required. Proceed to step 7.
6. 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.
7. Repair is required.
  - a. Put the unit back into service.
  - b. Order and arrange for the installation of the Slip Ring Installation Kit, part number 991685254.
    - 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.



**Figure 5 — Upper Harness Wire Inspection**



**Figure 6 — Wire Sealing Material**

# 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\*



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.