



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.



AT200A Flag Terminal Inspection

Units Affected: Certain AT200A aerial units built from August 2022 to November 2023. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that the 15/20 amp circuit breaker flag terminal pins could be crimped in the incorrect location. This can cause the circuit to break resulting in intermittent operation for components connected to the circuit.

Customer Action: Inspect the 15/20 amp circuit using the Inspection Procedure beginning on Page 2. Depending on the results of the inspection, order and install the Flag Terminal Repair Kit, part number 991729224. There could be two breaker boxes on the unit, and two kits may be needed for repair. Complete the 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 August 6, 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 30 minutes and one person to complete.

Completion and Warranty: The inspection and repair are covered under the Altec Warranty Policy until August 6, 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 \$45.00 per kit 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 - one kit	1.0 hr (Service); 0.5 hr (Other)
Repair labor - two kits	1.5 hr (Service); 1.0 hr (Other)
Account #	010.0557.43156.000.9406.000
Travel	Not included
NHTSA code	90
Prime fail P/N	970391017, 970640296, 990049369
Kit instructions	074900922

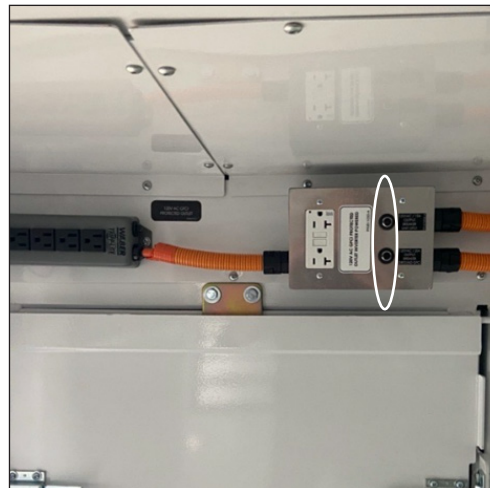
Altec Use Only			
Description	Part No.	Qty	Warranty
Flag terminal repair kit	991729224	1-2	Yes

Inspection Procedure: Normal mechanic's hand tools and a flashlight are required for this inspection.

1. Read and understand all steps of the instructions before beginning the procedure. Wear appropriate personal protective equipment (PPE) following your employer's requirements.
2. 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.
3. Locate the breaker box(es) inside the body on the back wall and/or on the curb side overhead wall (refer to Figures 1 and 2). There could be two breaker boxes.



**Figure 1 — Breaker Box
Vertical Mount**



**Figure 2 — Breaker Box
Horizontal Mount**



Injury can result from electrical shock. Severe arcing can occur even when working with low voltage electrical systems. Use caution when working with any electrical device.

4. At one breaker box, remove the junction box cover, and locate the 15/20 amp circuit breaker (refer to Figure 3).



**Figure 3 — 15/20 Amp Circuit Breaker
With Incorrectly Crimped Terminal Pins**

5. Inspect the 4 flag terminal pins installed on the circuit breaker to determine if the terminal is crimped correctly (refer to Figure 4). Record the results in Figure 5.
6. Inspect the 4 flag terminal pins and the attached wiring for damage such as heat discoloration or peeling (refer to Figure 6). Record the results in Figure 5.
7. Repeat steps 4 through 6 at the second breaker box, if applicable.
8. Review the inspection results in Figure 5.
 - If all inspections were No or N/A, no repair is required. Proceed to step 9
 - If any inspection was marked Yes, repair is required. Proceed to step 10.

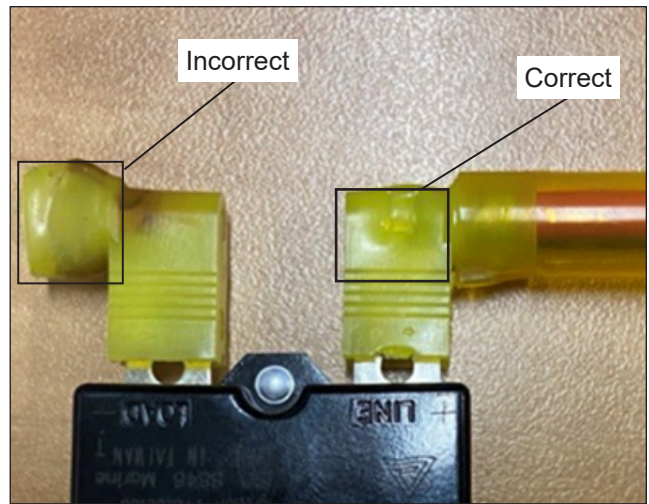


Figure 4 — Flag Terminal Pin Inspection

Breaker Box Location	Terminal Crimped Correctly			Damage		
	Yes	No	N/A	Yes	No	N/A
Back Wall	Yes	No	N/A	Yes	No	N/A
Curb Side Overhead	Yes	No	N/A	Yes	No	N/A

Figure 5 — Inspection Results

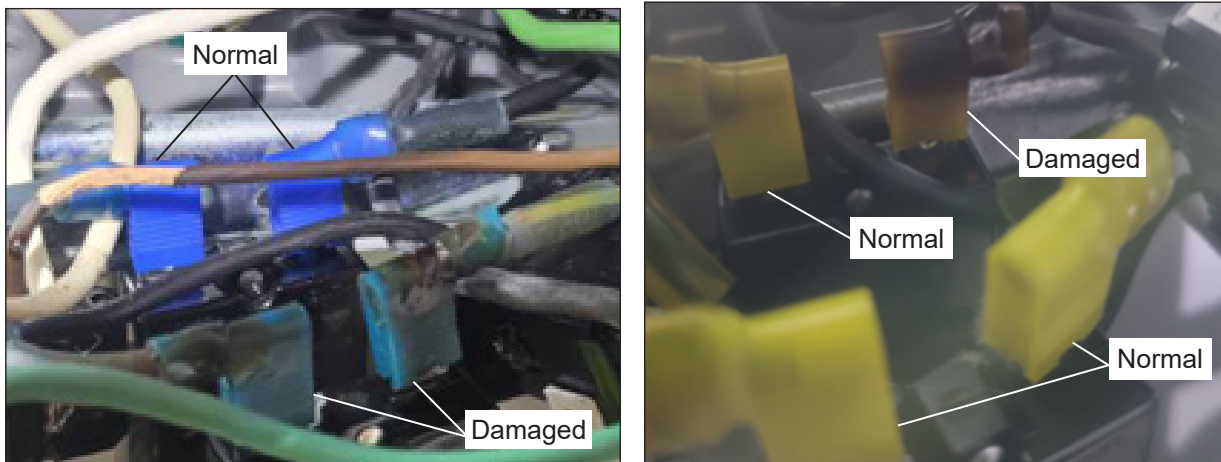


Figure 6 — Examples of Heat Damage

9. 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.

10. Repair is required.
 - a. Review the Damage inspection results in Figure 5 related to step 6.
 - If there is a Yes marked in the Damage section, take the unit out of service until the repair has been completed.
 - If there is not a Yes marked in the Damage section, put the unit back into service.
 - b. Order the Flag Terminal Repair Kit, part number 991729224 and arrange for the installation of the required kit using one of the methods below. If there are two breaker boxes and both have an improper crimp or damage, order quantity 2 of the kit.
 - 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.

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*



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.