



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 continued satisfaction with Altec products.

Thank you for your immediate attention on this important matter.



## Turntable Welds

**Units Affected:** Certain LS87 aerial units built from June 2016 to January 2024. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

**Background:** Altec has learned that the welds on the turntable between the side and base plate(s) were not completed as required by production on the affected units. This could result in cracks forming in the turntable weld.

**Customer Action:** Inspect the turntable using the Inspection Procedure beginning on page 2, or contact Altec to perform this inspection. Order the Turntable Repair Kit, part number 991750291, or schedule the installation of this kit by Altec. Complete the inspection and repair no later than the next preventive maintenance cycle or within 90 days of receipt of this notice, whichever comes first. Warranty for this repair expires August 16, 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:** Every unit requires the installation of the proper kit for completion. The inspection is estimated to take 30 minutes and one person to complete. The repair is estimated to take 8 hours and one person to complete. All welds must be applied by a welder having the AWS D1.1 2G qualification for horizontal welding on steel.

**Completion and Warranty:** The inspection and repair are covered under the Altec Warranty Policy until August 16, 2026 and can be performed by Altec, the customer, or the customer’s warranty provider. An Altec Mobile Service technician can perform this inspection but is not able to perform this repair. 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 \$720.00 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 inspection 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

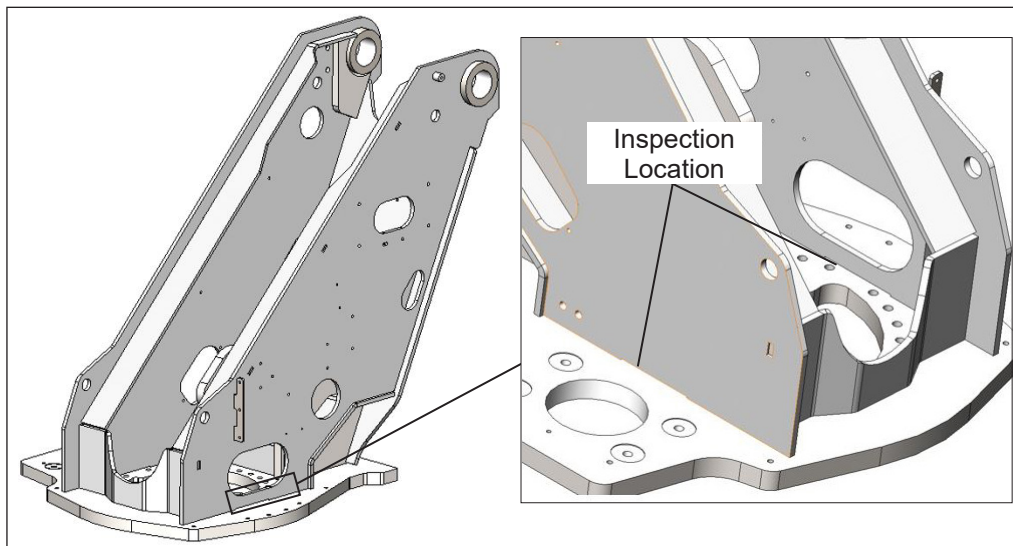
Altec Use Only	
Inspection labor	1.0 hr (Service) 0.5 hr (Other)
Repair labor	8.5 hr (Service) 8.0 hr (Other)
Account #	010.0953.43156.000.9420.000
Travel	Not included
NHTSA code	90
Prime fail P/N	N/A
Kit instructions	074900926

Altec Use Only			
Description	Part No.	Qty	Warranty
Turntable repair kit	991750291	1	Yes

**Inspection Procedure:** Normal mechanic's hand tools, a hand mirror, and soap and water to clean the welds are required for this inspection. Inspect the full length, inside, and outside of all welded seams.

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. Make sure the boom is in the fully stowed position. 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 curb side turntable side plate near the rotation gearbox. Inspect the seam connecting the side plate to the base plate (refer to Figure 1). There will be a gap in the middle of the welded seam. At the points where the welds stop, look for evidence of cracking on the inside and outside of the seam (refer to Figures 2 and 3). Use soap and water to clean the seams of dirt or debris, if necessary. Record the inspection results below.

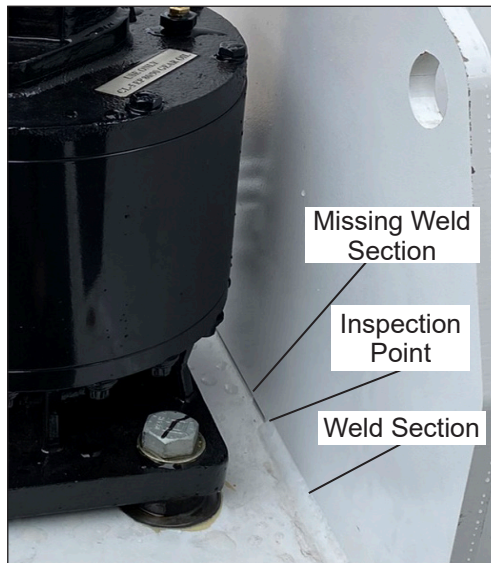
Are cracks present in the outside seams?       Yes       No  
 Are cracks present in the inside seams?       Yes       No



**Figure 1 — Inspection Locations Inside and Outside of the Weldment (2 of 4 Inspection Locations Pictured)**

4. Locate the street side turntable side plate near the lower control valves. Inspect the seam connecting the side plate to the base plate (refer to Figure 4). There will be a gap in the middle of the welded seam. At the points where the welds stop, look for evidence of cracking on the inside and outside of the seam. Use soap and water to clean the seams of dirt or debris, if necessary. Record the inspection results in the inspection results below.

Are cracks present in the outside seams?       Yes       No  
 Are cracks present in the inside seams       Yes       No

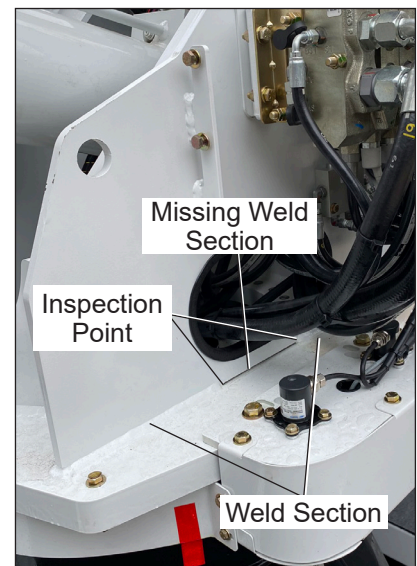


**Figure 2 — Curb Side Side Plate Seam Inspection  
1 of 2 Inspection Points Pictured**



**Figure 3 — Inside Side Plate Seam Inspection 1 of 2  
Inspection points Pictured**

5. Review the inspection results.
  - If there are one or more cracks in the seams, proceed to step 6.
  - If there are no cracks in seams, proceed to step 7.
6. Further direction is required.
  - a. Put the unit back into service.
  - b. Contact Altec Technical Support at 1-877-GO ALTEC (1-877-462-5832) option 4 for further repair instruction.
7. Repair is required.
  - a. Put the unit back into service.
  - b. Arrange for the installation of the Turntable Repair kit, part number 991750291, 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. Install the kit upon receipt.



**Figure 4 — Street Side Side Plate Seam Inspection**