



Customer Outreach  
PO Box 8338  
Saint Joseph, MO 64508

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[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.



Pole Setter Boss Repair

Units Affected: Certain HD35A-22 units built from September 2008 to April 2024. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that the pole setter boss was not welded to specification on the affected units. This can lead to cracks in the pole setter tube outer weldment.

Customer Action: Inspect the pole setter boss using the Inspection Procedure beginning on page 2. Depending on the results of the inspection, order and install the Pole Setter Boss Repair Kit, part number 991773067. Complete this inspection and repair, or contact Altec to complete this work, by the next preventive maintenance cycle or within 90 days of receipt of this notice, whichever comes first. Warranty for this repair expires September 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: The inspection is estimated to take 45 minutes and one person to complete. The repair is estimated to take 12 hours and one person to complete. A full replacement, if required, must be completed by Altec Service at a Service location and is not covered under warranty. 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 September 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. A full replacement, if required, must be completed by Altec Service at a Service location and is not covered under warranty. Altec will perform the inspection and repair 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 \$67.50 for the labor to perform the inspection and up to \$1,080.00 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
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

Table with 2 columns: Description, Time/Value. Rows include Inspection labor, Repair labor, Account #, Travel, NHTSA code, Prime fail P/N, Kit instructions, Replacement instructions.

Table with 4 columns: Description, Part No., Qty, Warranty. Rows include Pole setter boss repair kit, Pole setter weldment.

## Inspection Procedure

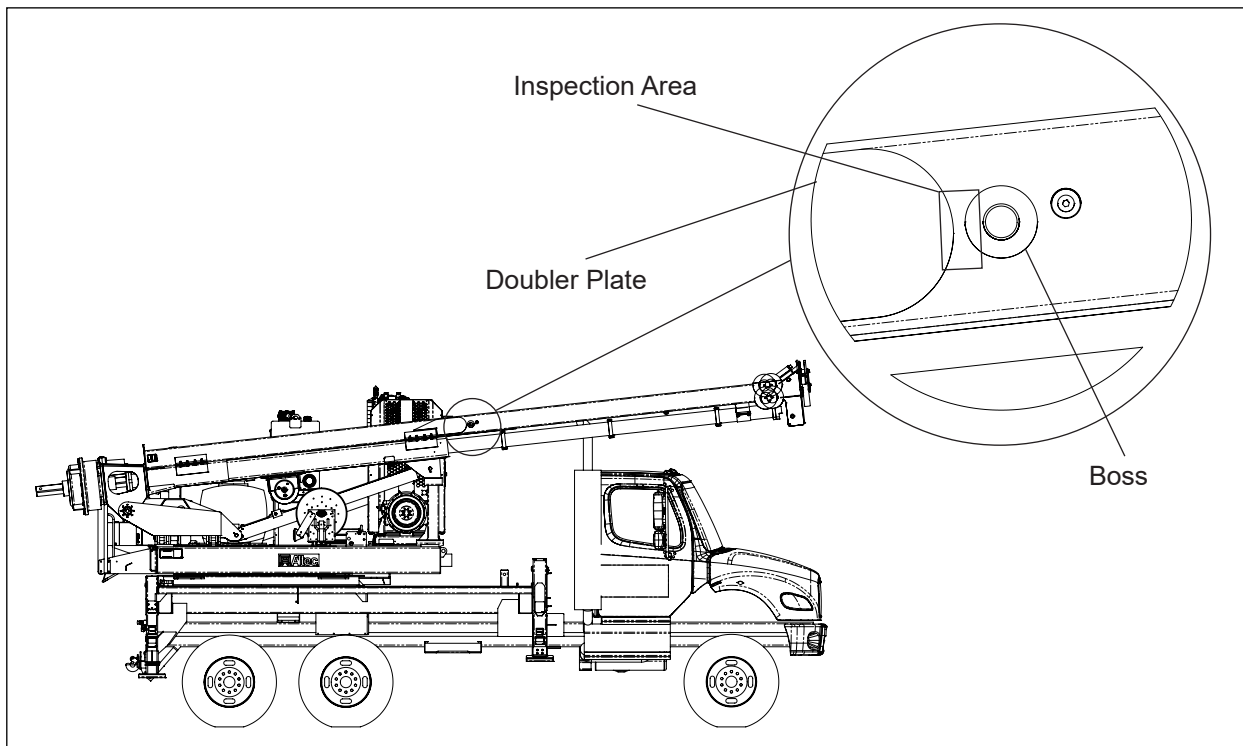
### Required Tools

- Normal mechanic's hand tools
- Tape measure

### Optional

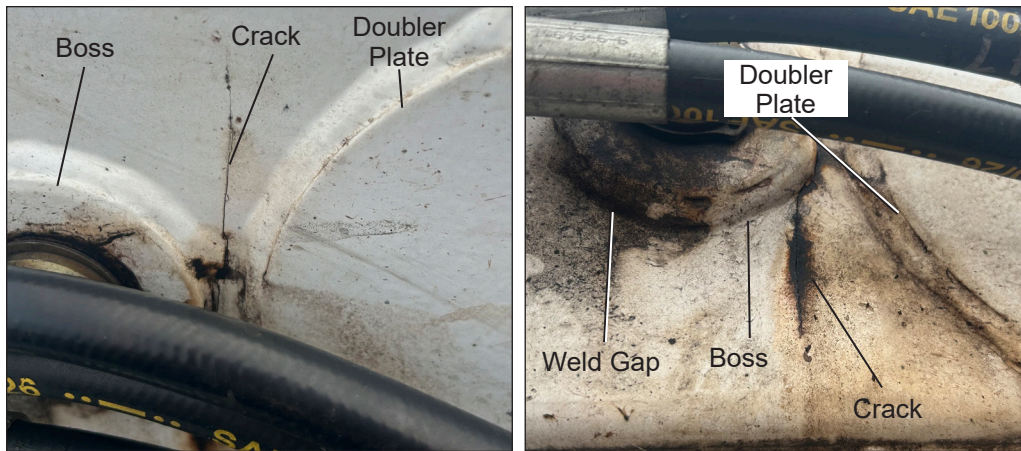
- Step-ladder

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 in a well-ventilated area, 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.
3. Locate the pole setter boss (refer to Figure 1).



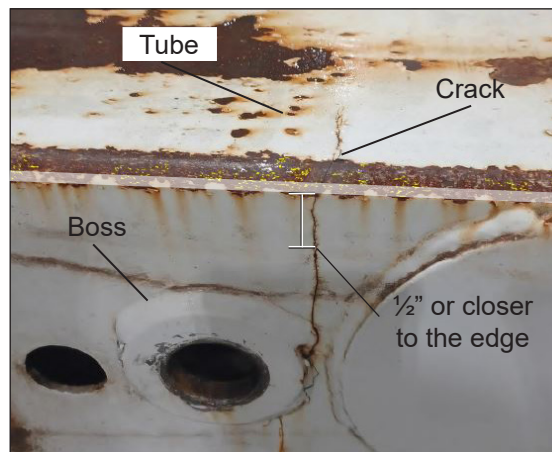
**Figure 1 — Inspecting the Pole Setter Boss**

4. Inspect the welding around the pole setter boss. A correct weld is continuous around the circumference of the boss and contains no cracks. Record the results in the Inspection Results table on page 3.
5. Inspect the area between the boss and the doubler plate for signs of cracking and record the results in the Inspection Results table (refer to Figures 1 and 2).
  - If cracking is present, proceed to step 6.
  - If cracking is not present, proceed to step 7.



**Figure 2 — Examples of Cracking and Incomplete Cylinder Boss Welds**

- Use a tape measure to measure the cracking in the pole setter structure in comparison to the tube radius edge. The edge is represented as a highlighted line in Figure 3. Does the cracking from step 5 extend to within 1/2" or more of the tube radius edge (refer to Figure 3)? Record the results in the Inspection Results table.



**Figure 3 — Example of Crack Within 1/2" of the Tube Radius**

	<b>Inspection Results</b>	<b>Results</b>
1.	Is the weld around the pole setter boss continuous?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.	Does the welding around the pole setter boss contain signs of cracking or damage?	<input type="checkbox"/> Yes <input type="checkbox"/> No
3.	Is there evidence of cracking in the space between the pole setter boss and the doubler plate?	<input type="checkbox"/> Yes <input type="checkbox"/> No
4.	Does the cracking in the pole setter tube structure extend to within 1/2" or more of the tube radius?	<input type="checkbox"/> Yes <input type="checkbox"/> No

7. Review the inspection results recorded in the Inspection Results table.
  - If line 1 is marked Yes and lines 2 through 4 are marked No, repair is not required. Proceed to step 8.
  - If any of lines 1 through 3 are marked Yes and line 4 is marked No, repair is required. Proceed to step 9.
  - If any lines 1 through 3 are marked Yes and line 4 is marked Yes, further repair is required. Proceed to step 10.
8. No repair is required.
  - b. Put the unit back into service.
  - c. Complete the Inspection Sheet at the end of this notice, and return it to Altec.
  - d. If the inspection was performed by Altec, mark this notice as complete on the Service Request.
  - e. Do not complete the remaining steps in this notice.
9. Repair is required.
  - a. Take the unit out of service until the repair has been completed.
  - b. Order the Pole Setter Boss Repair Kit, part number 991773067 and arrange for the installation of this kit. Retain the inspection results from Inspection Results table for the repair.
    - 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. Do not complete the remaining step in this notice.
10. Further repair is required. The pole setter outer tube weldment cannot be repaired and will need to be replaced. This replacement is not covered by warranty and would be at the cost of the customer.
  - a. Take the unit out of service until the repair has been completed.
  - b. Contact Altec Service to schedule the installation of the pole setter weldment, part number 070020830.
  - 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.

# 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.