



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 continued satisfaction with Altec products.

Thank you for your immediate attention on this important matter.



Platform Liner Inspection

Units Affected: Certain units built from December 2022 to April 2024. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that 1 man and 1½ man platform shells could contain a small resin burr in the center of the floor of the platform shell on the affected units. This burr is a result of the normal manufacturing process and does not affect the platform’s structural integrity.

Customer Action: Inspect the platform liner using the Inspection and Procedure beginning on page 2 during the unit’s biannual platform inspection. Depending upon the results of the inspection, repair the platform liner using the Repair Procedure beginning on page 3, or contact Altec to perform this inspection and repair. Complete this inspection and repair during the unit’s biannual platform inspection, or within 6 months of receipt of this notice, whichever comes first. This notice expires September 17, 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: This inspection and repair are not covered under the Altec Warranty Policy. The work should be completed as part of routine maintenance during the unit’s biannual platform inspection. The inspection and repair can be performed by Altec, the customer, or the customer’s warranty provider. Altec will perform the work for free at an Altec facility during the unit’s biannual platform inspection. If the work is performed outside of a routine inspection, customers are responsible for the inspection and repair costs. 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	0.0 hr (Service), 0.0 hr (Other)
Repair labor	0.0 hr (Service) 0.0 hr (Other)
Account #	N/A
Travel	Not included
NHTSA code	90
Prime fail P/N	Various
Kit instructions	N/A

Altec Use Only			
Description	Part No.	Qty	Warranty
N/A	N/A	-	No

Inspection Procedure

Required Tools

- Normal mechanic's hand tools
- Flashlight
- Soap and water

1. Read and understand all steps 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 engage the power take-off (PTO). Chock the wheels, and properly set the outriggers.
3. Use the lower controls to position the platform so the platform and liner can be inspected from the ground. Tilt the platform, if necessary. Disengage the PTO, and turn off the engine. Remove the key from the ignition, and secure it following your employer's vehicle lockout/tagout procedure.
4. Remove the platform liner from the platform shell and set it on the ground.
5. Inspect the platform floor for a resin burr. The burr will be located in the center of the floor and will be raised approximately $\frac{1}{16}$ " to $\frac{1}{4}$ " (refer to Figure 1). Use soap and water to clean the platform shell, if necessary.
 - If no resin burr is present, no repair is required. Proceed to step 6.
 - If a resin burr is present, repair is required. Proceed to step 7.

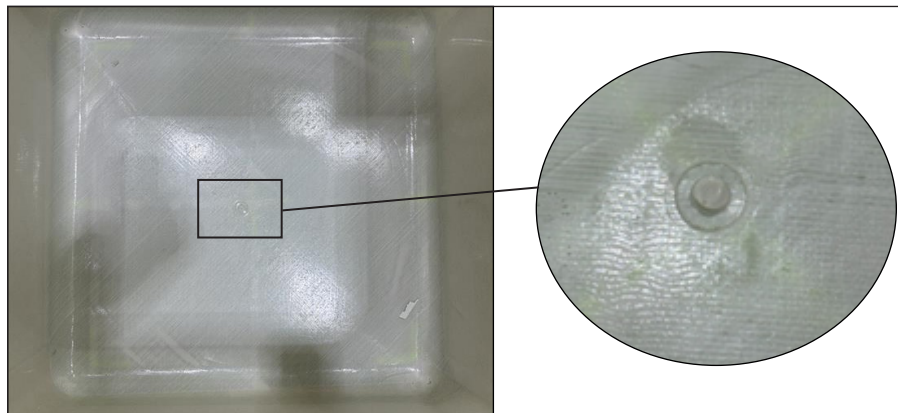


Figure 1 — Resin Burr

6. No repair is required.
 - a. Put the unit back into service.
 - b. Complete the Inspection and Repair Sheet at the end of this notice, and return it to Altec.
 - c. If the work was performed by Altec, mark this notice as complete on the Service Request.
 - d. Do not complete the remaining step in this notice.

Repair Procedure

Required Tools

- Normal mechanic's hand tools
- Die grinder or sander with 40 grit sandpaper

7. Use a die grinder or sander to remove the resin burr until the platform is completely flat. Refer to Figure 2 for an example of a completed repair.

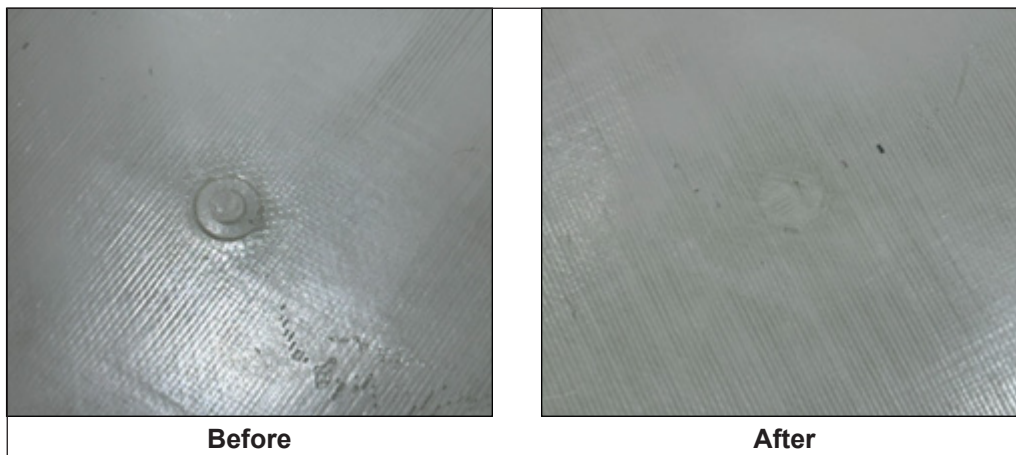


Figure 2 — Repair Before and After

8. Clean the platform shell of any debris after removing the resin burr.
9. Install the platform liner in the platform shell.
10. Turn on the engine, and engage the PTO. Stow the unit. Disengage the PTO, and turn off the engine.
11. Put the unit back into service.
 - a. Complete the Inspection and Repair Sheet at the end of this notice, and return it to Altec.
 - b. If the work was performed by Altec, mark this notice as complete on the Service Request.

INSPECTION AND REPAIR SHEET

Complete this form and submit it to Altec to document a completed inspection that results in no repair or a repair that did not require a parts kit to complete.

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*

*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.



Product Safety



Altec Connect

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.