



Customer Outreach
PO Box 8338
Saint Joseph, MO 64508

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connect.altec.com/login

Phone 1-877-GO ALTEC
Facsimile 1-877-659-9929

IMPORTANT SAFETY RECALL

This notice applies to your vehicle. Refer to the provided list.

NHTSA Safety, FMVSS Compliance, or Emissions Recall

Dear Altec Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act and the Canada Motor Vehicle Safety Act.

Altec Industries, Inc. has received notification from an Original Equipment Manufacturer (OEM) that a condition exists relating to motor vehicle safety, compliance, or emissions in a vehicle you possess that is equipped with Altec equipment.

Refer to the attached documentation that follows this letter. If you have additional questions, please contact your Altec Account Manager. You may also contact the OEM using the contact information provided in the attached recall notice.

For US owners: after contacting the OEM according to the attached notice, if you are still not able to have the safety condition remedied within a reasonable time, you may write to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, DC 20590 or call 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.

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 recall.

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 appreciate your assistance in following this action in the interest of your safety and continued satisfaction with Altec products.

Thank you for your immediate attention on this important matter.



WIKA LMAP Programming Update

Units Affected: Certain Altec cranes equipped with S9 WIKA computers, part number 991060237. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec is committed to providing our customers reliable products from initial delivery throughout the useful life of the machine.

WIKA Mobile Control has decided a defect which relates to motor vehicle safety exists in your vehicle with the VIN shown in the attached list. Refer to the included communication from WIKA for more information.

Customer Action: Order and install the WIKA LMAP Programming Update Kit, part number 991640523 or 991640532, or schedule the installation of the kit by Altec. Verify the correct kit part number by looking at the unit serial number and consulting the table below. Complete this update by the next preventive maintenance interval.

The kits will contain a flash drive and a connection cord and can be used on multiple units. There is no need to order one kit per affected unit, as long as all affected units can be repaired with the same kit part number.

Subsequent damage due to failure to perform the required action(s) in the time period allowed will not be covered by warranty.

Unit Serial Number	Order Kit Part No.
Contains JA or JB	991640523
Does not contain JA or JB	991640532

Requirements: Every affected unit requires a WIKA software update for completion. The repair is estimated to take 1 hour and 2 people to complete. A second person is required to engage/disengage the PTO during certain steps. Altec mobile technicians may not be able to complete this work at the customer location.

Completion and Warranty: The repair is covered under the Altec Warranty Policy and can be performed by Altec, the customer, or the customer's preferred warranty provider. Altec will perform the work for free at an Altec facility. If the customer or the customer's warranty provider perform 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 \$90.00 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 repair at the customer'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
Repair labor	1.5 hr (Service); 1.0 hr (Other)
Account #	010.1096.43156.000.9332.000
Travel	Not included
NHTSA code	90
Prime fail P/N	991060237
Doc ref	074900887

Altec Use Only			
Description	Part No.	Qty	Warranty
WIKA LMAP JA/JB programming update kit	991640523	1	Yes
WIKA LMAP programming update kit	991640532	1	Yes



WIKAI Mobile Control, LP • 1540 Orchard Drive • Chambersburg, PA 17201 USA

Ref: Altec Transducer Initialization

During recent system testing of the Altec LMAP software on a bench simulator, it was determined that the potential existed to trigger a calibration of the pressure transducers. This calibration would occur at the time of system boot and would lead to an incorrect load display, and would appear without notification to the operator.

While the issue has not been observed in testing, the potential severity of the issue is high. As a precaution, it is our recommendation that all cranes with the D3-2 609190 console be updated with the latest version.