



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.



AC40 Wear Pad Inspection

Units Affected: Certain AC40 cranes built from January 2014 to September 2023. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that the affected units could have wear pads at the base of the boom that could fail prematurely.

Customer Action: Contact Altec to schedule inspection of your unit at the next preventive maintenance interval or one year from the receipt of this notice, whichever comes first. Warranty for this repair expires December 6, 2027. A list of Altec facilities capable of completing this work is on page 2.

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 8 hours and one person to complete and must be completed by Altec at an Altec facility with capability to complete a crane full boom rebuild. Refer to the list on page 2 for these locations. Altec Service can use the [QR Code](#) for inspection criteria. Based on the inspection result, there are three possible repair paths and some units may not require repair. All repairs must be completed by Altec at an Altec facility.



Repair	Estimated Hours	Two-Hole Wear Pad Kit	Three-Hole Wear Pad Kit
A - Full Boom Rebuild	147.5	991757489	991754254
B - Wear Pad and Fastener Replacement	16	991773833	991773015
C - Limited Wear Pad and Fastener Replacement	10	991773886	991773037

Completion and Warranty: The inspection and repair are covered under the Altec Warranty Policy until December 6, 2027. The inspection and all repairs must be completed by Altec at an Altec facility. Altec will perform the work for free at an Altec facility.

Altec Use Only	
Inspection labor	8 hr - Service only
Repair labor	10 to 147.5 hours - Service only
Account #	010.1096.43156.000.9426.000
Travel	Not included
NHTSA code	90
Prime fail P/N	970423297
Kit instructions	074900928

Altec Use Only			
Description	Part No.	Qty	Warranty
Two-hole wear pad, Repair A	991757489	AR	Yes
Three-hole wear pad, Repair A	991754254	AR	Yes
Two-hole wear pad, Repair B	991773833	AR	Yes
Three-hole wear pad, Repair B	991773015	AR	Yes
Two-hole wear pad, Repair C	991773886	AR	Yes
Three-hole wear pad, Repair C	991773037	AR	Yes

Altec Service Locations for Full Boom Rebuild: Cranes

Service Center	Address	Phone
Alabama Service Center	1730 Vanderbilt Rd Birmingham , AL, 35234	205-458-1597
Arkansas Service Center	30 Terraconway Dr Conway, AR, 72032	501-504-2355
Colorado Service Center	621 Telluride Str Aurora, Colorado 80011	303-364-9515
Florida, Riviera Beach, Service Center	3755 Interstate Park Rd W Riviera Beach, FL, 33404	561-686-8550
Indiana Service Center	5201 W 84th St Indianapolis, IN, 46268	317-802-3860
Kansas, Wathena, Service Center	1009 Vernon Rd Wathena, KS, 66090	785-989-4408
Kentucky Service Center	105 Aerial Drive Elizabethtown, KY, 42701	270-505-1701
Maryland Service Center	1434 Hughes Ford Rd Frederick, MD, 21701	301-662-6262
Massachusetts Service Center	10 Fortune Blvd Shrewsbury, MA, 01545	508-752-0660
Minnesota, Duluth, Service Center	1255 Port Terminal Rd Duluth, MN, 55802	218-349-2159
North Carolina Service Center	800 Highway 152 E China Grove, NC, 28023	704-856-2040
Pennsylvania Service Center	250 Laird St Plains, PA, 18705	570-822-3104
Ohio, Columbus, Service Center	1680 US-42 London, Ohio 43140	614-295-4895
Oklahoma Service Center	300 Mulholland Way Oklahoma, OK, 73128	405-577-6322
Texas, Houston, Service Center	6902 E Orem Dr Houston, TX, 77075	713-336-6230