



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.



Hose Carrier Cover Cap Screw Interference

Units Affected: Certain LS60 aerial units built from October 2017 to August 2024. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that the cap screws securing the hose carrier covers could protrude into the travel path of the hose carrier on the affected units. This can result in damage to the hose carrier.

Customer Action: Inspect the hose carrier assembly using the Inspection Procedure beginning on page 2. Depending on the results of the inspection, order and install the Hose Carrier Hardware Kit and/or the Hose Carrier Wear Pad Kit as shown below. Complete this inspection and repair, or contact Altec to complete this work, by the next preventive maintenance cycle or within 30 days of receipt of this notice, whichever comes first. Warranty for this repair expires December 10, 2026.

Hose Carrier Bolt Kit (Rectangular Shape Cover)	991825905
Hose Carrier Hardware Kit (D-Shape Cover)	991852914
Wear Pad Hardware (D-Shape Cover Only)	991825932

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 1 hour and one person to complete. The repair is estimated to take 3 hours and one person to complete.

Completion and Warranty: The inspection and repair are covered under the Altec Warranty Policy until December 10, 2026 and can be performed by Altec, the customer, or the customer’s warranty provider. 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 \$90.00 for the labor to perform the inspection and up to \$270.00 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 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	1.5 hr (Service); 1.0 hr (Other)
Repair labor	3.5 hr (Service); 3.0 hr (Other)
Account #	010.1953.43156.000.9478.000
Travel	Not included
NHTSA code	90
Prime fail P/N	N/A
Kit instructions	074900952, 074900953

Altec Use Only			
Description	Part No.	Qty	Warranty
Hose carrier bolt kit (rectangular cover shape)	991825905	AR	Yes
Hose carrier bolt kit (D-shape cover shape)	991852914	AR	Yes
Wear pad kit (D-shape cover only)	991825932	AR	Yes

Inspection Procedure

Required Tools

- Normal mechanic's hand tools
- Flashlight

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, apply the parking brake, and engage the power take-off (PTO). Chock the wheels, and properly set the outriggers. From the lower controls, position the boom so that the hose carrier assembly can be inspected from the ground, looking down the boom tip to the turntable (refer to Figure 1). 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.

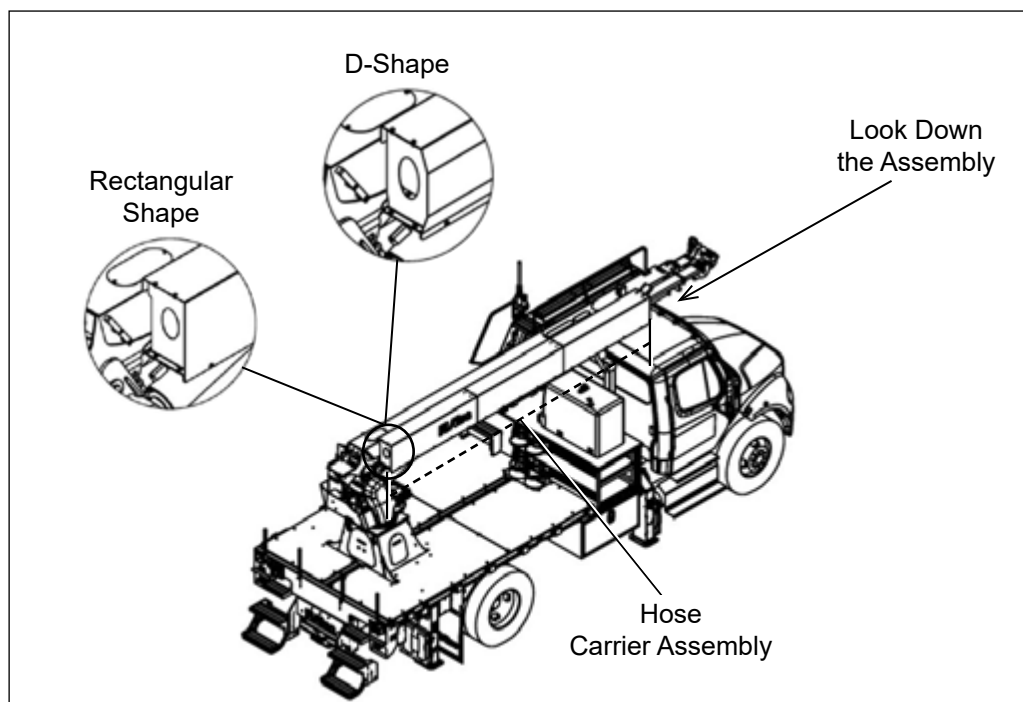


Figure 1 — Inspecting the Hose Carrier Assembly

3. Determine if the hose carrier cover shape is rectangular or D-shape (refer to Figure 1). Record the results in line 1 of the Inspection Results table on page 4.
 - If the boom cover is rectangular shape, proceed to step 5.
 - If the boom cover is D-shape, proceed to step 4.
4. From the boom tip looking towards the turntable, inspect the hose carrier assembly and confirm if there are 5 or 10 wear pads installed behind the hose carrier tray (refer to Figures 2 and 3). The 10 wear pads will be installed in 2 rows of 5 (refer to Figure 2). Record the results in line 2 of the Inspection Results table on page 4.

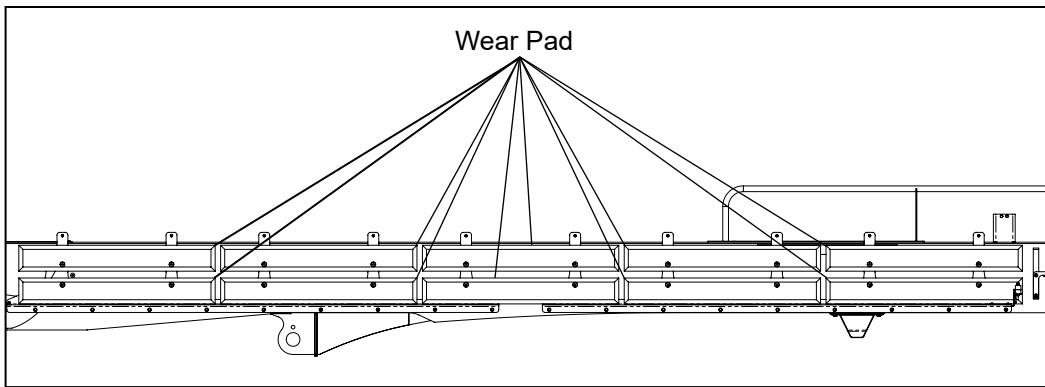


Figure 2 — Inspecting the Wear Pads (Full View of 10)

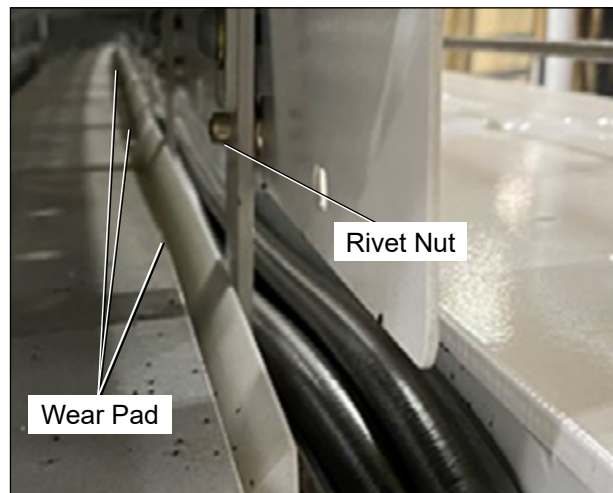


Figure 3 — Inspecting the Wear Pads (Inside Partial View)

5. From the boom tip looking towards the turntable, locate the cap screws securing the hose carrier covers (refer to Figures 1 and 4). Determine if any cap screws extend more than 1-2 threads past the rivet nut (refer to Figure 4). Record the results in line 3 of the Inspection Results Table on page 4.
 - If all the cap screws do not extend more than 1-2 threads past the rivet nut, proceed to step 7.
 - If one or more cap screws extend more than 1-2 threads past the rivet nut, proceed to step 6.

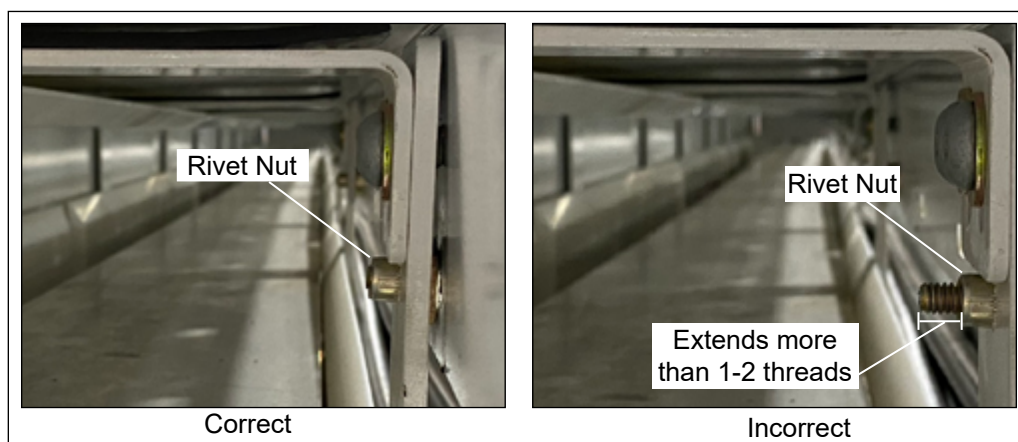


Figure 4 — Inspecting the Cap Screws

6. Inspect the hose carrier track as outlined in the 500 PTO Hours/6 Months section of the Preventive Maintenance and Inspection Checklist in the Maintenance and Parts Manual. If the hose carrier does not pass one or more of the criteria outlined, contact Altec Technical Support at 1-877-GO-ALTEC (1-877-462-5832) option 4 for further instruction. Do not complete the remaining steps in this notice.

	Inspection Results	Results	Customer Action
1.	Is the boom shape rectangular or D-shape? (Step 3)	<input type="checkbox"/> Rectangular <input type="checkbox"/> D-shape	N/A
2.	How many wear pads are installed behind the hose carrier tray? (Step 4)	<input type="checkbox"/> 5 <input type="checkbox"/> 10	If 5, repair is required. Order the Wear Pad Kit 991825932
3.	Do 1 or more of the cap screws extend more than 1 thread past the rivet nut? (Step 5)	<input type="checkbox"/> Yes <input type="checkbox"/> No	If Yes, repair is required. Order the Hose Carrier Bolt Kit. <ul style="list-style-type: none"> • Rectangular shape covers: 991825905 • D-shape covers: 991825914

7. Review the inspection results in the Inspection Results table.
- For **rectangular shape** covers:
 - No repair is required If line 3 is marked No. Proceed to step 8.
 - Repair is required if line 3 is marked Yes. Proceed to step 9.
 - For **D-shape** covers:
 - No repair is required if line 2 is marked 10 and line 3 is marked No. Proceed to step 8.
 - Repair is required if line 2 is marked 5 and and/or line 3 is marked Yes. Proceed to step 9.
8. No repair is required.
- a. Put the unit back into service.
 - b. Complete the Inspection Sheet at the end of this notice, and return it to Altec.
 - c. If the inspection was performed by Altec, mark this notice as complete on the Service Request.
 - d. Do not complete the remaining step in this notice.
9. Repair is required.
- a. Put the unit back into service.
 - b. Determine the kit part numbers.
 - If line 3 is marked Yes, order kit 991825905 (**rectangular shape** covers) or kit 991825914 (**D-shape** covers).
 - If line 2 is marked 5, order kit 991825932.
 - c. Arrange for the installation of the required kit 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
 - d. Do not complete the Inspection Sheet at the end of this notice. Completion of the notice will be documented after the vehicle is repaired.
 - e. Install the kit upon receipt.

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
- 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.