



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.



GB5 Service Body Grab Handle

Units Affected: Certain GB5 general service bodies built from April 2018 to September 2024. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that the affected units may experience the unexpected movement of the street side grab handle when used to climb to the top of the service body. A solution has been developed to replace the rivet nuts with new hardware.

Customer Action: Inspect the rivet nuts used to install the grab handle using the Inspection Procedure beginning on page 2, or contact Altec to perform this inspection. If the inspection shows that repair is required, order and install the Grab Handle Hardware Kit, part number 991828813, or contact Altec to perform this installation. Complete the inspection and repair no later than the next preventive maintenance interval or 180 days from the receipt of this notice, whichever comes first. Warranty for this repair expires January 17, 2027.

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 1 hour and one person to complete.

Completion and Warranty: The inspection and repair are covered under the Altec Warranty Policy until January 17, 2027 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 \$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 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	1.5 hr (Service); 1.0 hr (Other)
Account #	010.0271.43156.000.0011.000
Travel	Not included
NHTSA code	90
Prime fail P/N	990561392, 991305783
Kit instructions	074900956

Altec Use Only			
Description	Part No.	Qty	Warranty
Grab handle hardware kit	991828813	1	Yes

Inspection Procedure: Normal mechanic's hand tools are required for this inspection. A ladder or step may be required to perform the inspection.

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 turn off the engine. Remove the key from the ignition, and secure it following your employer's vehicle lockout/tagout procedure. Chock the wheels.
3. Locate the grab handle assembly mounted on the street side rear of the vehicle (refer to Figure 1).



Figure 1 — Street Side Grab Handle

4. The grab handle assembly is mounted to the street side sidepack using four rivet nuts and fasteners (refer to Figure 2). Visually inspect the rivet nuts. Compare the crimping on the rivet nuts to the configurations shown in Figure 3. A properly installed rivet nut should be uniformly crimped around the base material, exhibit no signs of deformation, gaps, or misalignment, and be securely seated with no movement when gently handled.

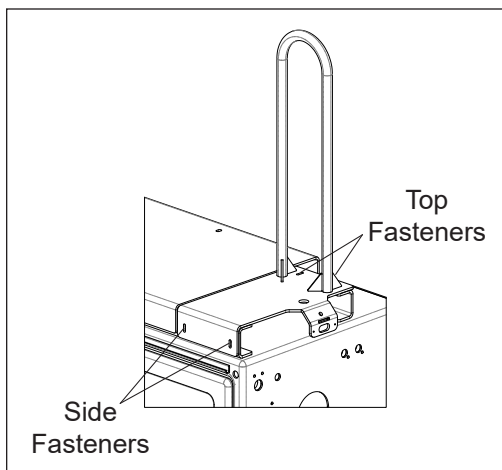


Figure 2 — Grab Handle Mounting Hardware

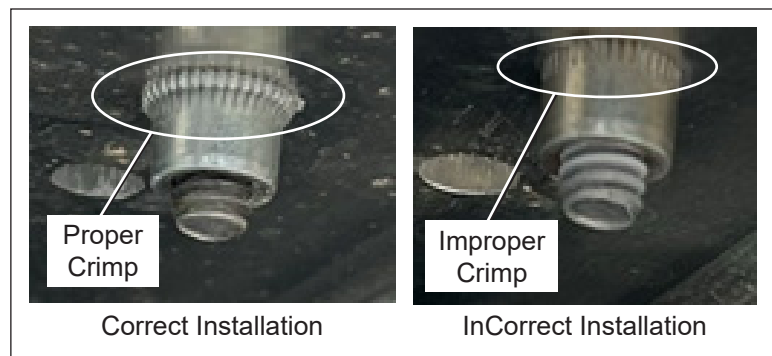


Figure 3 — Installed Rivet Nuts

5. Review the inspection results from step 4.
 - If the rivet nuts are correctly installed, no further action is required. Proceed to step 6.
 - If the rivet nut are incorrectly installed, repair is required. Proceed to step 7.
6. 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.
7. Repair is required.
 - a. Remove and discard the cap screws and washers from the installed grab handle. Retain the grab handle for reinstallation.
 - b. Order the Grab Handle Hardware kit, part number 991828813, and 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.
 - 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. Put the unit back into service.

Rev.	Date	Description
A	01/17/2025	Released
B	01/20/2025	Revised to clarify referrals in step 5. Proceed to step 6 and proceed to step 7 previously stated proceed to step 8 and proceed to step 9.

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*

*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.