



Customer Outreach
PO Box 8338
Saint Joseph, MO 64508

product.safety@altec.com
altec.com/altec-connect/

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.



Torsion Bar Frame Plate Torque Value

Units Affected: Certain AT37/40G aerial units mounted on 60” CA chassis built from August 2017 to September 2018. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that the torsion bar frame plates cap screws could be torqued to the incorrect value on the affected units. This could cause premature wear on the cap screws.

Customer Action: Order and install the Torsion Bar Cap Screw Kit, part number 991860747, or schedule the installation of this kit by Altec, by the next preventive maintenance cycle or within 60 days of receipt of this notice, whichever comes first. Completing this work will help to prevent premature wear on the torsion bar cap screws. Warranty for this repair expires February 25, 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 repair is estimated to take 2 hours and 1 person to complete.

Completion and Warranty: The repair is covered under the Altec Warranty Policy until February 25, 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 \$180.00 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:

Phone: 1-877-GO ALTEC (1-877-462-5832) — Altec Connect Customer Portal: altec.com/altec-connect/

Altec Use Only	
Inspection labor	0.0 hr (Service); 0.0 hr (Other)
Repair labor	2.5 hr (Service); 2.0 hr (Other)
Account #	010.0447.43156.000.9489.000
Travel	Not included
NHTSA code	90
Prime fail P/N	N/A
Kit instructions	074900964

Altec Use Only			
Description	Part No.	Qty	Warranty
Torsion bar cap screw kit	991860747	1	Yes