



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.



JEMS PDM Jumper

Units Affected: Certain AT40G and AT41ME aerial devices mounted on Ford chassis built from August 2024 to December 2024. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that the power distribution module (PDM) on affected units may contain a jumper wire that provides power to the manually toggled platform start/stop switch, regardless of park signal status.

Customer Action: Inspect the PDM 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 PDM Wiring Correction Kit, part number 991878953, or contact Altec to perform this installation. Complete the inspection and repair no later than the next preventive maintenance interval or 90 days from the receipt of this notice, whichever comes first. Completing this work will ensure the start/stop circuit functions as intended without disruptions.

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 40 minutes and 2 people to complete. The repair is estimated to take 1 hour and 1 person to complete and should be performed by someone familiar with reading Altec schematics. A second person is required to assist with the repair verification steps.

Completion and Warranty: The inspection and repair are covered under the Altec Warranty Policy until April 4, 2027 and can be performed by Altec, the customer, or the customer's warranty provider. The repair should be performed by someone familiar with reading Altec schematics. 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 \$120.00 for the labor to perform the inspection and 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	1.1 hr (Service); 0.6 hr (Other)
Repair labor	1.5 hr (Service); 1.0 hr (Other)
Account #	010.0667.431563.000.9511.000
Travel	Not included
NHTSA code	90
Prime fail P/N	NA
Kit instructions	074900972

Altec Use Only			
Description	Part No.	Qty	Warranty
PDM wiring correction kit	991878953	1	Yes

Inspection Procedure: Normal mechanic's hand tools, normal electrical tools and 2 people are required for this 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. Chock the wheels.
3. Assign one person to the start/stop switch at the lower controls or tailshelf and assign the second person to the vehicle cab.
4. The person in the cab will verify the PTO switch is in the off position and with their foot firmly on the brake, start the truck. Keeping their foot on the brake, release the parking brake and shift the truck into drive.
5. Remain in the vehicle cab and do not release the brake.
6. The person at the start/stop switch will engage the start/stop function while the vehicle is in drive.
 - If the vehicle remains running, there is no repair needed. Proceed to step 7.
 - If the vehicle turns off, repair is required. Proceed to step 8.
7. 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.
8. Repair is required.
 - a. Take the unit out of service until the repair has been completed.
 - b. Arrange for the installation of the kit part number 991878953 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.

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.