



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.



Upper Controls Operation Placard

Units Affected: Certain LS aerial units built from January 2023 to December 2024. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that the operation placard may not be installed at the upper controls on affected units. This could cause confusion when operating the upper controls.

Customer Action: Use the inspection and repair procedure beginning on page 2 to determine if the upper controls placard is installed and to immediately install the Upper Controls Operation Placard, part number 990868149, included in this notice, if necessary. 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. Completing this work will clarify the functions of the upper controls. Warranty for this repair expires May 8, 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 15 minutes and 1 person to complete. The repair is estimated to take 15 minutes and 1 person to complete.

Completion and Warranty: The inspection and repair are covered under the Altec Warranty Policy until May 8, 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 labor. Altec will allow up to \$22.50 for the labor to perform the inspection and up to \$22.50 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	0.75 hr (Service); 0.25 hr (Other)
Repair labor	0.75 hr (Service); 0.25 hr (Other)
Account #	010.1953.43156.000.9525.000
Travel	Not included
NHTSA code	90
Prime fail P/N	N/A
Kit instructions	N/A

Altec Use Only			
Description	Part No.	Qty	Warranty
Upper controls operation placard	990868149	1	N/A

Inspection and Repair Procedure

Required Tools

- Water-based cleanser
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 unit's hydraulic system. Chock the wheels, and properly set the outriggers.
 3. Use the lower controls to position the platform so it is accessible from the ground. Disengage the unit's hydraulic system, and turn off the engine. Remove the key from the ignition, and secure it following your employer's vehicle lockout/tagout procedure.
 4. Inspect the side of the upper controls assembly to confirm if the operations placard is installed (refer to Figure 1).
 - If the placard is installed, it is not necessary to install the placard provided in this notice. Proceed to step 6.
 - If the placard is not installed, proceed to step 5.



Figure 1 — Upper Controls Operation Placard

5. Use a water-based cleanser to clean the installation area and allow it to dry. Install the provided placard as shown in Figure 1.
6. Turn on the engine, and engage the unit's hydraulic system. Use the lower controls to stow the unit. Disengage the unit's hydraulic system, and turn off the engine.
7. Put the unit back into service.
8. Complete the Inspection and Repair Sheet at the end of this notice, and return it to Altec. If the inspection was performed by Altec, mark this notice as complete on the Service Request.

INSPECTION AND REPAIR SHEET

Complete this form and submit it to Altec to document a completed inspection that results in no repair or a repair that did not require a parts kit to complete.

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.