



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.



Missing Radio Controller Joystick

Units Affected: Certain AC65 cranes built from May 2024 to March 2025. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that the radio remote controller may be missing one or more joysticks on units equipped with the auxiliary winch and/or articulating jib options. This will prevent the operator from accessing the auxiliary winch and/or articulating jib functions when the radio remote controller is used.

Customer Action: Inspect the unit using the Inspection Procedure beginning on page 2. Depending on the results of the inspection, order and install the Radio Controls Joystick Installation Kit, part number 991934503. One kit per joystick is required. Complete this inspection and repair, or contact Altec to complete this work, by the next preventive maintenance cycle or within 60 of days of this notice, whichever comes first. Completing this work will allow the operator to access all functions with the radio remote controls. Warranty for this repair expires August 5, 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 10 minutes and 1 person to complete. The repair is estimated to take 30 minutes and 1 person to complete.

Completion and Warranty: The inspection and repair are covered under the Altec Warranty Policy until August 5, 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 \$15.00 for the labor to perform the inspection and up to \$45.00 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	0.67 hr (Service); 0.17 hr (Other)
Repair labor	1.0 hr (Service); 0.5 hr (Other)
Account #	010.0994.43156.000.9553.000
Travel	Not included
NHTSA code	90
Prime fail P/N	N/A
Kit instructions	074900988

Altec Use Only			
Description	Part No.	Qty	Warranty
Radio controls joystick installation kit	991934503	AR	Yes

Inspection Procedure

Required Tools

- Normal mechanic's hand tools

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. Referencing Figure 1, confirm if the unit is equipped with an auxiliary winch and/or articulating jib. The highlighted cylinder in Figure 1 confirms if the unit is equipped with an articulating jib. Record the results in the Inspection Results table on page 2.
 - If the unit is equipped with an auxiliary winch and/or articulating jib, proceed to step 3.
 - If the unit is not equipped with an auxiliary winch or articulating jib, proceed to step 5.

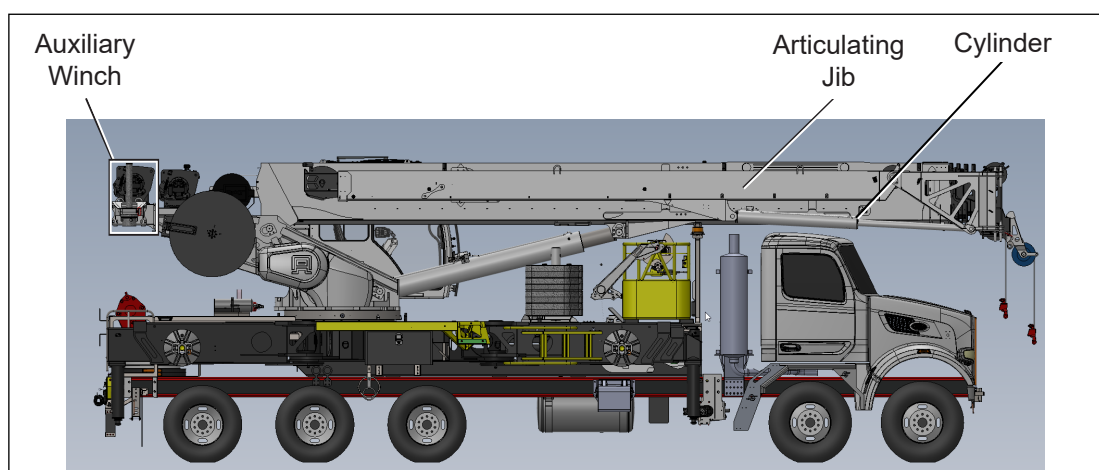


Figure 1 — Confirming the Equipped Function(s)

3. Locate the radio remote controller and confirm if the auxiliary winch joystick and/or articulating jib joystick is installed (refer to Figure 2). The controller may be located in the chassis or in the crane cab. Record the results in the Inspection Results table on page 2.



Auxiliary Winch and Articulating Jib Joysticks Not Installed



Auxiliary Winch Joystick Installed



Articulating Jib Joystick Installed

Figure 2 — Inspecting the Radio Remote Controller

Inspection	Results
Is the unit equipped with an auxiliary winch?	☐ Yes ☐ No
Is the unit equipped with an articulating jib?	☐ Yes ☐ No
Is the auxiliary winch joystick installed on the radio remote control?	☐ Yes ☐ No ☐ N/A
Is the articulating jib joystick installed on the radio remote control?	☐ Yes ☐ No ☐ N/A

Inspection Results

4. Review the inspection results.
 - If there is a corresponding joystick for the auxiliary winch and/or articulating jib functions installed, or the unit is not equipped with either function, no repair is required. Proceed to step 5.
 - If one or more of the corresponding joysticks are missing, repair is required. Proceed to step 6.
5. 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.
6. Repair is required.
 - a. Put the unit back into service.
 - b. Order the Radio Controls Joystick Installation Kit, part number 991934503. One kit per joystick is required.
 - c. Arrange for the installation of the required kit(s) using one of the methods below.
 - Contact Altec Service to schedule the installation of the kit(s).
 - Contact Altec Parts to order the kit(s), and schedule for your own technician or your third party provider to install the kit(s).
 - 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 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.