



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.



Lanyard Replacement

Units Affected: Certain units built from January 2021 to May 2025. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec could have provided a fall protection lanyard combination with a metal clasp connection point instead of a nylon connection point with the nylon loop harness. This can result in excessive wear on the personal fall protection attachment points on the affected units. This area should be inspected regularly as part of the Preoperational Inspection described in Section 4 of the unit's Operator's Manual.

Customer Action: Inspect your lanyard using the Inspection Procedure beginning on page 2. If necessary, contact Altec and order a Lanyard Replacement Kit, part number 991948188. Complete this inspection and order the replacement lanyard by the next preventive maintenance cycle or within 45 days of receipt of this notice, whichever comes first. Completing this work will provide the correct lanyard style and prevent excessive wear on the personal fall protection attachment points. Warranty for this repair expires August 29, 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 less than 10 minutes and 1 person to complete. The replacement lanyard can be ordered through Altec Parts.

Completion and Warranty: The replacement lanyard is covered under the Altec Warranty Policy until August 29, 2027 and can be installed by Altec, the customer, or the customer's warranty provider. There is no reimbursement for the inspection. 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. 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); 0.0 hr (Other)
Repair labor	0.0 hr (Service); 0.0 hr (Other)
Account #	010.XXXX.43156.000.9555.000
Travel	Not included
NHTSA code	90
Prime fail P/N	N/A
Kit instructions	N/A

Altec Use Only			
Description	Part No.	Qty	Warranty
Lanyard replacement kit	991948188	1	Yes

Inspection Procedure

Required Tools

- None

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. Inspect the fall protection lanyard (refer to Figures 1 and 2).



Figure 1 — Lanyard with Nylon Loop

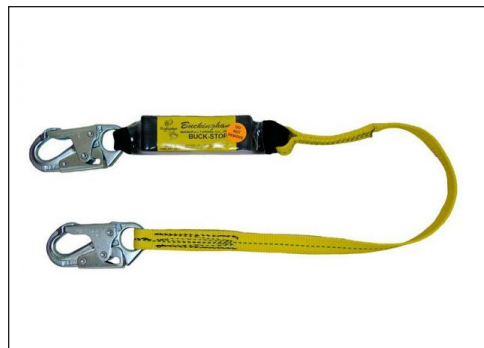


Figure 2 — Lanyard with Metal Clasps

4. Review the inspection results.
 - If the lanyard has a nylon loop on one end, no replacement lanyard is required. Proceed to step 5.
 - If the lanyard has a metal clasp on both ends, a replacement lanyard is required. Proceed to step 6.
5. No replacement lanyard 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. A replacement lanyard is required.
 - a. Put the unit back into service.
 - b. Order a Lanyard Replacement Kit, part number 991948188.
 - c. Do not submit the inspection sheet at the end of this notice. Completion of the notice will be documented after the replacement is made.
 - d. Replace the lanyard 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.