



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.

Parts may not be immediately available due to supplier backorder.

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.



Lower Boom Lift Cylinder Inspection

Units Affected: Certain AT40-G aerial devices built from May 2023 through September 2024. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that the feeder tube on the lower boom lift cylinder could contact the leveling cylinder weld boss. The cylinder counterbalance valves are not affected and there have been no reports of unintentional boom movement.

Customer Action: Inspect the lower boom lift cylinder according to the procedure on page 2 within 30 days of receipt of this notice. If repair is required, replace the lift cylinder at the next scheduled service interval or within 6 months, whichever is soonest. Completing this work will prevent damage to the feeder tube which has the potential to create a hydraulic leak. Warranty for this repair expires December 2, 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 15 minutes and 1 person to complete. The repair is estimated to take 3 hours and 1 person to complete. Replacement will require 2 slings and hoist rated for up to 5,000 pounds and a Major Component Replacement Test as detailed in the unit's Maintenance Manual.

Completion and Warranty: The inspection and repair are covered under the Altec Warranty Policy until December 2, 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. An Altec Mobile Service technician can perform this inspection but is not able to perform this repair. 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 \$22.50 for the labor to perform the inspection and up to \$270 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 inspection 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	3.5 hr (Service); 3.0 hr (Other)
Account #	010.0557.43156.000.9529.000
Travel	Not included
NHTSA code	90
Prime fail P/N	NA
Kit instructions	074900982

Altec Use Only			
Description	Part No.	Qty	Warranty
Lower boom lift cylinder replacement kit	991918476	1	Yes

Inspection Procedure: Normal mechanic's hand tools 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. Remove the key from the ignition, and secure it following your employer's vehicle lockout/tagout procedure. Chock the wheels.
3. Locate the lower boom lift cylinder (refer to Figure 1) and position yourself to inspect the feeder tube.

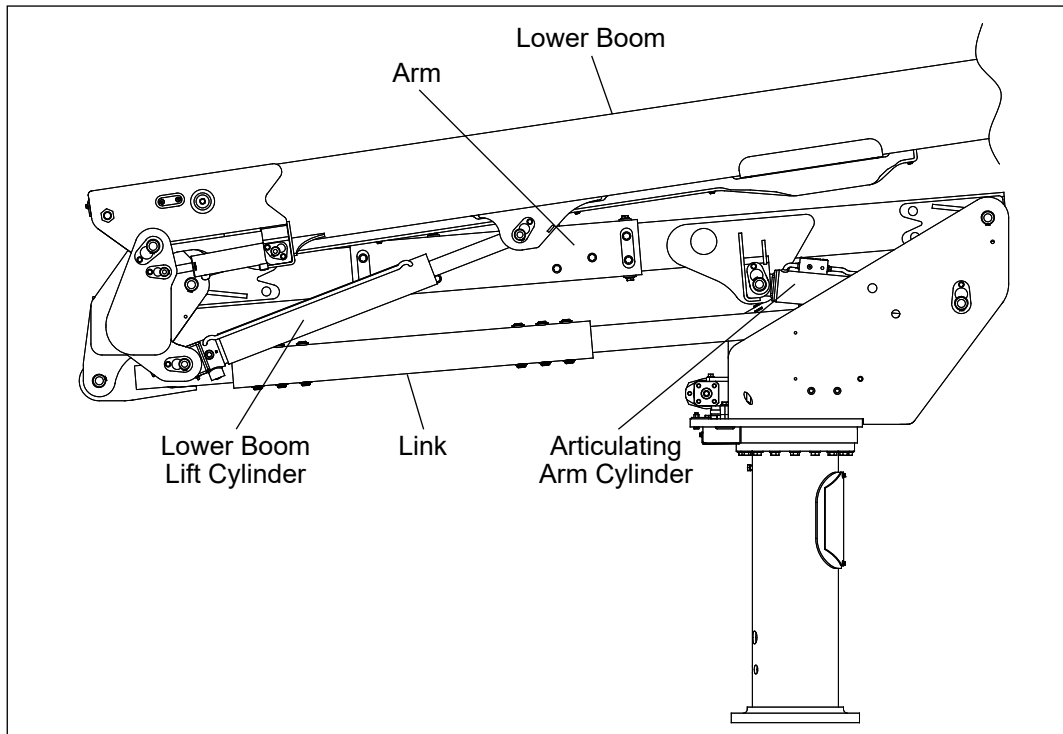


Figure 1 — Locate Lift Cylinder

4. Determine the shape of the feeder tube (refer to Figure 2).
 - Curved - no interference. Proceed to step 5.
 - Squared - potential for interference. Proceed to step 6.

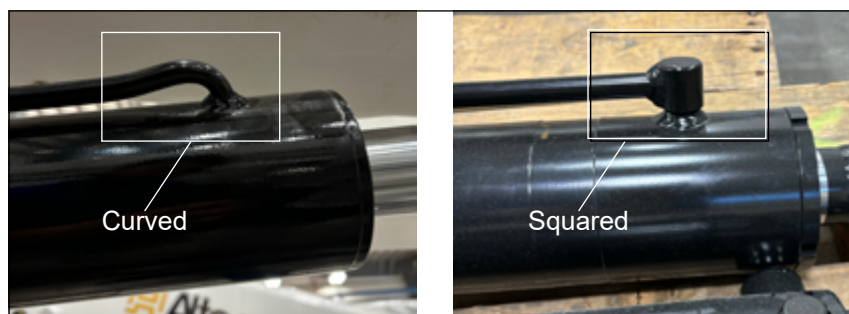


Figure 2 — Feeder Tube Shape

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. Arrange for the installation of the Lower Boom Lift Cylinder Replacement kit, part number 991918476, 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 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.