



WIKA LMAP Programming Update

Units Affected: Certain AC45 H/E cranes equipped with articulating jib. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec is committed to providing our customers reliable products from initial delivery throughout the useful life of the machine.

WIKA Mobile Control, formerly Hirschmann, has decided a defect which relates to motor vehicle safety exists in your vehicle with the VIN shown in the attached list. Refer to the included communication from WIKA for more information.

Customer Action: Order and install the WIKA LMAP Programming Update Kit, part number 991865437 or 991866664, or schedule the installation of the kit by Altec. Verify the correct kit part number by looking at the unit serial number and consulting the table below. Complete this update by the next preventive maintenance interval.

The kits will contain a flash drive and a connection cord and can be used on multiple units. There is no need to order one kit per affected unit, as long as all affected units can be repaired with the same kit part number.

Unit Serial Number	Order Kit Part No.
Contains JB	991865437
Does not contain JB	991866664

Subsequent damage due to failure to perform the required action(s) in the time period allowed will not be covered by warranty.

Requirements: Every affected unit requires a WIKA software update for completion. The repair is estimated to take 1 hour and 2 people to complete. A second person is required to engage/disengage the PTO during certain steps. Altec mobile technicians may not be able to complete this work at the customer location.

Completion and Warranty: The repair is covered under the Altec Warranty Policy and can be performed by Altec, the customer, or the customer's preferred warranty provider. Altec will perform the work for free at an Altec facility. If the customer or the customer's warranty provider perform 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 \$225.00 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 repair at the customer'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	0.0 hr
Repair labor	3.0 hr (Service); 2.5 hr (Other)
Account #	010.1096.43156.000.9587.000
Travel	Not included
NHTSA code	90
Prime fail P/N	991060237
Doc ref	992038714

Altec Use Only			
Description	Part No.	Qty	Warranty
WIKA LMAP JB programming update kit	991865437	1	Yes
WIKA LMAP programming update kit	991866664	1	Yes

Service Bulletin

Altec Boom Truck Hoist and Reeving Issue

Distribution: WIKAL Mobile Control Accounts

IMPORTANT NOTICE

Service Bulletin—Altec Boom Truck Hoist and Reeving Issue

During code review it was discovered that the AC45-127S-OJ-RCW#990400230, AC45E-127S-OJ#991261651, AC45E-127S-OJ-RCW#991261649, and AC45-127S-OJ#990300109 machines had hoists that were incorrectly indexed. After further investigation, the following issues were uncovered.

The Main Boom, Full Outriggers, Articulating Jib Stowed(04000011) operating mode was found to have corrupted calibration data. At boom angles below 70 degrees the load on hook shifts by a magnitude of ~1,000lbs. As the boom angle increases the error range also increases in excess of 15,000lbs.

Machines AC45E-127S-OJ#991261651 and AC45-127S-OJ#990300109 were found to have errors in their load charts ranging from -25lbs to +1700lbs of capacity. Additionally, the hoist & reeving issue causes the maximum capacity to shift from -28,570lbs up to +56,440lbs, however this issue is only present when using an auxiliary hoist on the machine.

Operating under these configurations can cause the crane to exceed its intended limits, which could lead to equipment damage and increase the risk of injury or property loss. We strongly recommend that the software be updated with the latest corrected version.

In the latest software release, all issues identified in this document have been corrected across all impacted machines. The hoist selection lists have been updated to ensure that the corrected hoist configuration is loaded in each operator's selection. All reeving tables have been aligned to the intended capacity values, and the identified load chart discrepancies for missing and/or incorrect values have been resolved.

These issues are not present when vehicle is in transit and only impacts the function of the crane when the machine is stationary and lifting a load.