



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 Boom Drive Cylinder

Units Affected: Certain LR8 model aerial devices built September 2025 through November 2025 with a Monarch cylinder. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has received notification from Monarch, the manufacturer, that there is one upper boom drive system cylinder, which is responsible for carrying the boom assembly load during operation, from a suspect lot that has reached the field. Monarch has asked that this cylinder be found and replaced to remove the suspect lot.

Customer Action: Upon receipt of this notice, immediately inspect the top upper boom cylinder to determine if the unit has a suspect cylinder. Depending upon the results of the inspection, order the Drive Cylinder Replacement Kit, part number 992052267, or schedule the installation of this kit by Altec. Warranty for this repair expires February 25, 2028.

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 cylinder is required to be returned to Altec. Instructions to complete this return will be provided in the Drive Cylinder Replacement Kit. The inspection is expected to take less than 15 minutes and one person to complete. The repair, if required, will require a full cylinder replacement and Structural Test as defined in the unit's Maintenance and Parts Manual. The repair will take 4 hours and one person to complete. An Altec Mobile Service Technician can perform the inspection, but not the repair.

Completion and Warranty: The inspection and repair are covered under the Altec Warranty Policy until February 25, 2028 and can be performed by Altec, the customer, or the customer's warranty provider. An Altec Mobile service technician is able to perform the inspection, but not the repair. 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 \$22.50 for the labor to perform the inspection and up to \$360.00 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	0.75 hr (Service); 0.25 hr (Other)
Repair labor	4.5 hr (Service); 4.0 hr (Other)
Account #	010.0224.43156.000.9595.000
Travel	Not included
NHTSA code	90
Prime fail P/N	991054696
Kit instructions	992042628

Altec Use Only			
Description	Part No.	Qty	Warranty
Drive cylinder replacement kit	992052267	1	Yes

Inspection Procedure

Required Tools

- Normal mechanic's hand tools
- Mirror (optional)

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. From a stowed position, access the unit's top upper boom cylinder (refer to Figure 1). The boom can be accessed from the top of the chip box or cab guard. Make sure to always maintain at least three points of contact while completing this inspection. Note that Figure 1 shows the boom unstowed position to assist in identifying the correct cylinder for inspection.

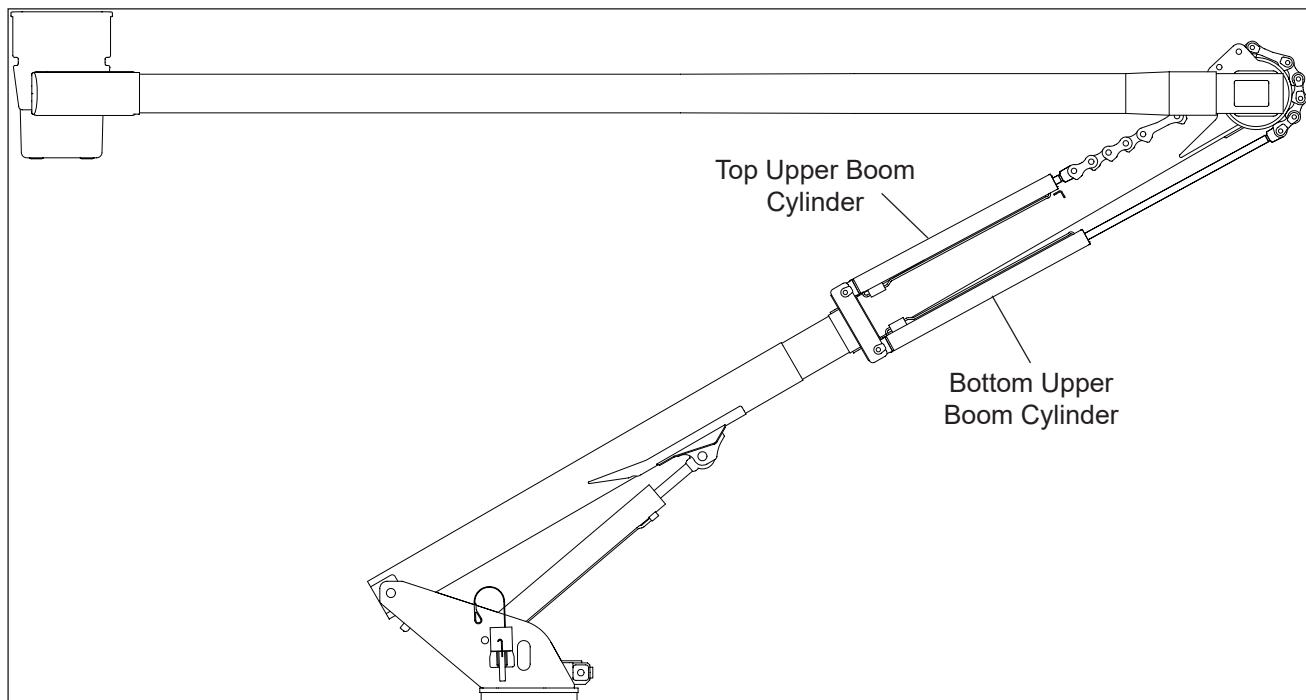


Figure 1 — Upper Boom Cylinders (Boom Unstowed)

4. 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.

5. Review the serial numbers on the top upper boom cylinder near the rod end for the suspect serial numbers (refer to Figure 2).
 - a. Look at the serial number stamped into the cylinder. If the cylinder is stamped with 58903-M3525, it requires replacement.
 - b. Look at the barcode serial number sticker on the cylinder. If the cylinder has a barcode of SN 58903-25/09/05 or SN 58903-25/09/08, it requires replacement.

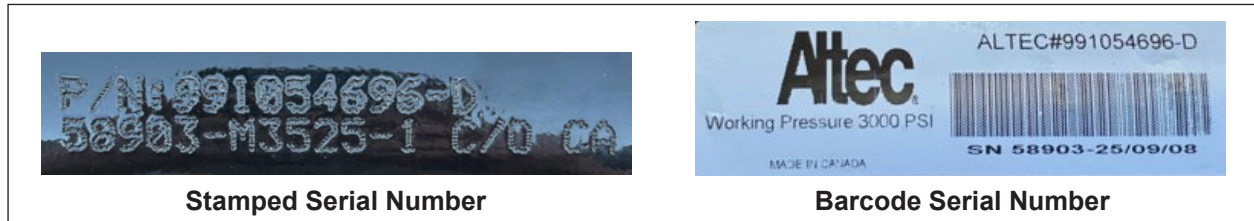


Figure 2 — Example Suspect Cylinder Numbers

6. Review the inspection results.
 - If a suspect stamped serial number or a suspect barcode serial number is found, the cylinder requires replacement. Proceed to step 8.
 - If the cylinder does not have the listed serial numbers, stamped or barcode, no repair is required. Proceed to step 7.
7. 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 or the Repair Procedure beginning on page 5.
8. Repair is required.
 - a. Put the unit back into service.
 - b. Order the Drive Cylinder Replacement Kit, part number 992052267.
 - c. Arrange for the installation of the required kit 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.
 - d. Do not complete the Inspection and Repair Sheet at the end of this notice or the Repair Procedure beginning on page 5. Completion of the notice will be documented after the vehicle is repaired.
 - e. Install the kit upon receipt.
 - f. Put the unit back into service.

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.