



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.



Platform Rotate Interlock Update

Units Affected: Certain A72-T, A72-TE88, A77-T, A77-TE93, and A55E-OC units built between 08/2022 and 01/2025. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: ANSI A92.2 Standard for Vehicle-Mounted Elevating and Rotating aerial devices requires the use of an unlocking or enabling device before the use of boom positioning controls. As of September 2022, the standard changed to include an unlocking or enabling device before the use of platform positioning controls. The affected A-CLASS model units were manufactured after the implementation date of the updated standard, but without such an interlock for the platform/bucket rotate function. The required interlocks for other boom functions are present. A compliant platform rotate interlock solution has been developed and is now available.

Customer Action: To comply with ANSI A92.2 2021, the Platform interlock kit must be installed. Owners can order and install the Platform Rotate Interlock Kit (part number 992054513). Installation of this kit can be scheduled with Altec or performed by the customer. Customers should coordinate installation during the next preventive maintenance interval or within 90 days of receipt of this notice, whichever comes first. Warranty for this work expires March 10, 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 installation is estimated to take 12 hours and 1 person to complete.

Completion and Warranty: The installation is covered under the Altec Warranty Policy until March 10, 2028, 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 \$1080 for the labor to perform the installation.

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	N/A
Repair labor	12.5 hr (Service); 12 hr (Other)
Account #	010.1093.43156.000.9592.000
Travel	Not included
NHTSA code	90
Prime fail P/N	N/A
Kit instructions	992043272

Altec Use Only			
Description	Part No.	Qty	Warranty
Platform Rotate Interlock Kit	992054513	1	Yes