



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.



AH125B DC Pump Firmware Update

Units Affected: Certain AH125B units built from February 2025 to September 2025. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that in some instances, the DC pump for the unit is not operating as intended and can cause interruption during operation. This can result in the loss of upper controls, stopping all functions while operating from the DC pump. Altec has released a firmware update to update the DC pump so it operates as intended. Completion of this repair allows the DC pump to function continuously from platform controls and keeps the platform auto-level functional when operating from turntable or radio controls. Normal unit function is not affected by this update.

Customer Action: Scan the QR code on the right or [click here](#) to request the firmware update for your unit. You may also contact Altec Service to perform the work. You will need the unit serial number to make this request. This update should be performed during the next preventive maintenance interval or no later than 90 days from the date of this notice. Warranty for this work expires March 24, 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: Every affected unit requires the firmware update for completion. The repair is estimated to take 1.5 hours and 1 person to complete. An AXIS Service Tool is required to install the update.

Completion and Warranty: The installation is covered under the Altec Warranty Policy until March 24, 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 \$135 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	2.0 hr (Service); 1.5 hr (Other)
Account #	010.1953.43156.000.9594.000
Travel	Not included
NHTSA code	90
Prime fail P/N	991464170
Doc ref	992067137

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.