



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.



Firmware Update for AT-ME/PE/SE and AT40-G

Units Affected: Certain AT-ME/PE/SE and AT40-G units built from May 2025 to October 2025. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that in some instances, units configured for aerial telematics data, below rotation wiring of the Below Rotation Interface Module (BRIM), or an Altec installed chassis inclinometer may create a situation where those components are awake and broadcasting CAN data when the above rotation main control module is off. This can cause the module to continuously reboot when the key is on. This continuous rebooting may cause the module to revert to defaults and no longer be able to save.

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 April 28, 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 April 28, 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 #	010.1073.43156.000.9612.000
Travel	Not included
NHTSA code	90
Prime fail P/N	N/A
Kit instructions	992062847