



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.



Snap Rings Inspection

Units Affected: Certain LP108-ES units built between September 2019 and February 2026. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that the snap rings, which hold the pins in place and act as a secondary form of pin retention, may not be installed on the trunnion spring assembly pins.

Customer Action: Inspect the trunnion spring assembly pins according to the procedure on page 2 within 30 days of receipt of this notice. If repair is required, use the provided kit and instructions to install the snap rings by the next scheduled service interval or 30 days, whichever comes first. Warranty for this work expires June 16, 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 inspection is estimated to take 45 minutes and 1 person to complete. The repair is estimated to take 15 minutes and 1 person to complete.

Completion and Warranty: The installation is covered under the Altec Warranty Policy until June 16, 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 \$67.50 for the labor to perform the inspection and up to \$22.50 for the labor to perform the repair.

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	1.25 hr (Service); 0.75 hr (Other)
Repair labor	0.75 hr (Service); 0.25 hr (Other)
Account #	010.0390.43156.XXX.9622.000
Travel	Not included
NHTSA code	90
Prime fail P/N	023012003
Doc ref	992109449

Altec Use Only			
Description	Part No.	Qty	Warranty
Trunnion Spring Assembly Pin Kit	992103646	1	Yes

Inspection Procedure

Required Tools

- Normal mechanic's hand tools
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 (LOTO) procedure. Chock the wheels and perform the preoperational inspection as outlined in your unit's operator's manual.
 3. Engage the hydraulic system, and properly set the outriggers.
 4. Lift the arms up to where they are perpendicular to the deck. This will allow enough visibility to complete the inspection (refer to Figure 1).



Figure 1 — Trunnion Spring Assembly Location

5. Inspect the trunnion spring assembly pins to verify whether the snap rings are present or not (refer to Figures 2 and 3). There are two trunnion spring assemblies per LP108-ES unit. There should be eight snap rings in total (two snap rings on each pin and one pin at each assembly end).
 - If all eight snap rings are present, proceed to step 6.
 - If any of the snap rings are missing, proceed to step 7.
6. 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.

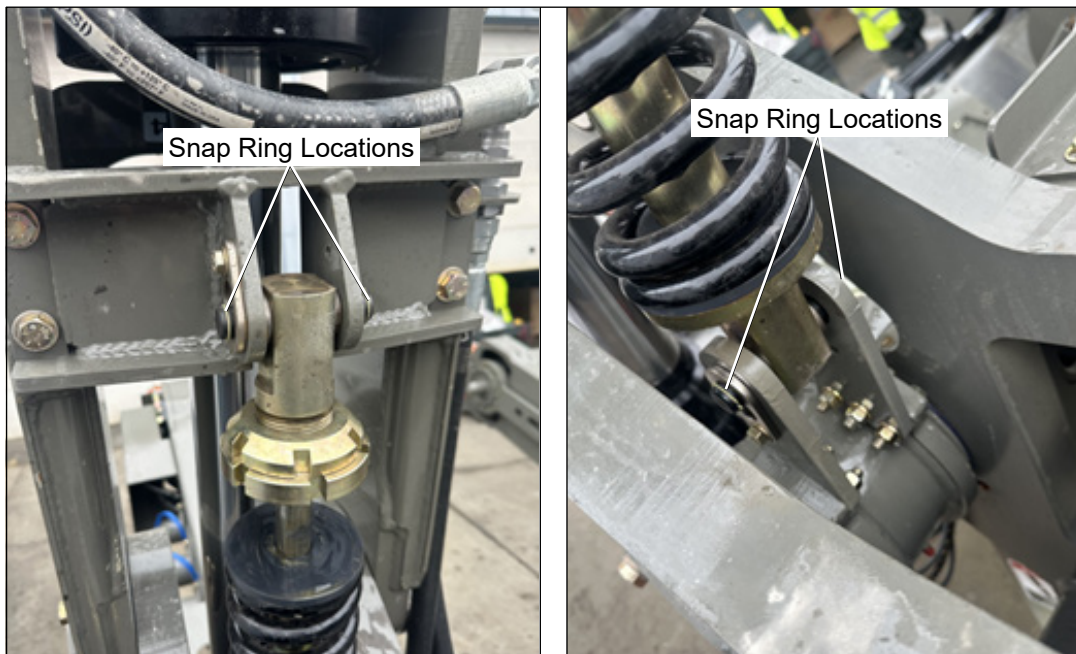


Figure 2 — Snap Rings Present

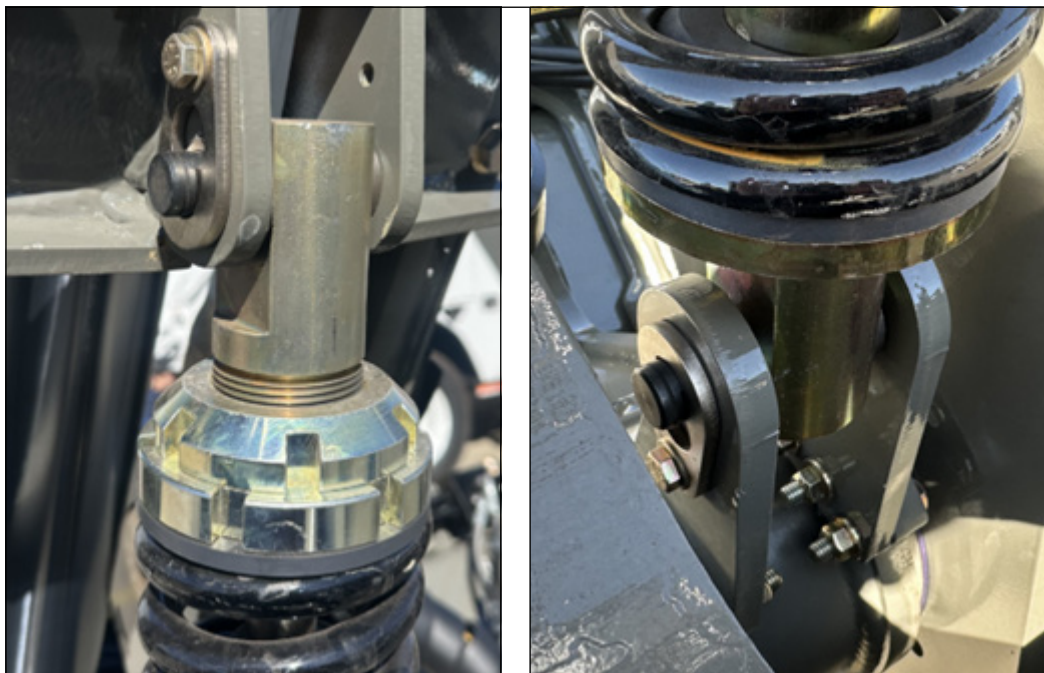


Figure 3 — Snap Rings Missing

7. Repair is required.
 - a. In this initial mailing, parts and instructions are included. Arrange for the installation of the Trunion Spring Assembly Pin Kit, part number 992103646, using one of the methods below.
 - Contact Altec Service to schedule the installation of the kit.
 - Schedule your own technician or your third party provider to install the kit according to the instructions, and submit the Reply Card to mark a completion.
 - b. Do not complete the Inspection Sheet at the end of this notice. Completion of the notice will be documented after the vehicle is repaired.
 - c. If parts are needed after the initial mailing, contact Altec Parts to order.

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.