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February 19, 2019

Dear Altec Owner,

Altec Industries, Inc. has developed a product improvement which relates to certain AT37M, AT37P, AT41M, AT41P, AT48M, and AT48P Units.

Refer to SIL 707 for items covered under the warranty policy. Altec will supply necessary parts to correct this condition.

In order to determine if your unit is affected by SIL 707, compare the serial number of your unit with the list of affected units as described on the SIL. The product improvement can be performed by the customer or you may contact Altec at 1-877-GO-ALTEC (1-877-462-5832) for further assistance.

At any time, you may contact Altec at 1-877 GO ALTEC (1-877-462-5832) with your unit's serial number to determine if there are any other outstanding notices.

If you have sold or retired the unit please call Altec at 1-877-GO-ALTEC (1-877-462-5832) so the records may be changed.

We regret this inconvenience; however we are taking this action in the interest of your safety and continued satisfaction with Altec products.

Thank you for your immediate attention on this important matter.

# Service Information Letter

Date: February 19, 2019

Units Affected: AT37M, AT37P, AT41M, AT41P, AT48M, and AT48P (see attached list)

## Shear Plate Bolt Inspection

Altec is committed to providing our customers reliable products from initial delivery throughout the useful life of the machine.

Altec has identified some fasteners that attach the unit to the chassis may not have been tightened to the proper torque value on the affected units. Incorrect torque can result in fasteners coming loose or breaking.

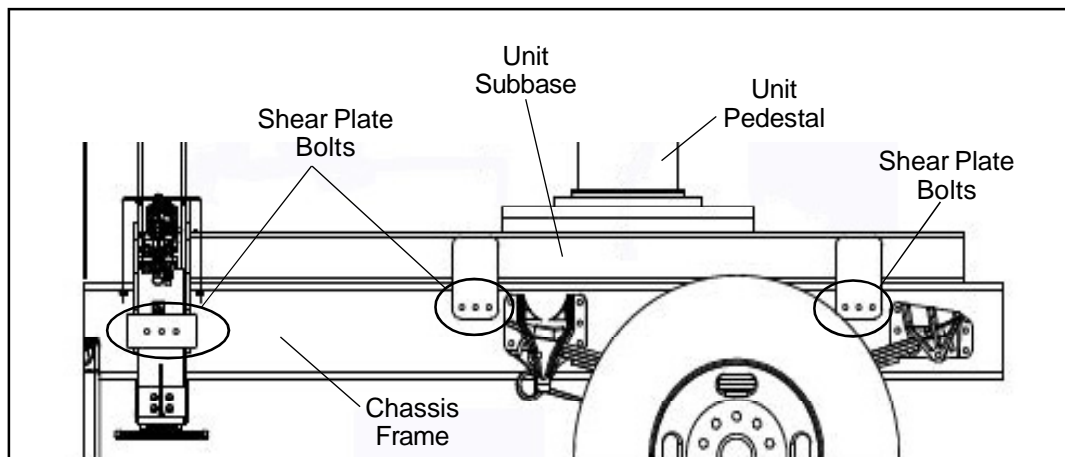
Altec requires that each affected unit be inspected for properly tightened unit attachment bolts using the procedure beginning on Page 2. The inspection should be completed at the next periodic service interval but no later than 90 days after receipt of this SIL. Further action will be determined by the results of the inspection.

This repair is covered under the Altec Warranty Policy and can be performed by Altec, the customer, or the customer's warranty provider. Altec will perform the repair for free at an Altec facility. If the customer, or the customer's warranty provider performs the repair, a warranty claim must be submitted to be reimbursed for the cost of the parts and/or labor. Altec will allow up to \$450 for the labor to perform the inspection and repair. Call 1-877-GO ALTEC (1-877-462-5832) to schedule the work to be done by an Altec service technician. Customers are responsible for the travel costs of an Altec Mobile Service technician if the technician performs the inspection or repair at the owner's location.

## Inspection Procedure

Normal mechanic's hand tools and an accurate 1/2" drive click-type manual torque wrench capable of achieving 300 ft-lb. are required for this inspection. Read and understand all steps of the instructions before beginning the procedure.

1. Position the unit on a level surface, apply the parking brake and chock the wheels. Engage the unit's hydraulic system. Properly set the outriggers.
2. Each of the bolts that attach the unit to the chassis (refer to Figure 1) must be checked for the proper torque value. Some chassis components may need to be loosened or removed to allow access to the bolts such as fuel tanks or DEF reservoir.



**Figure 1 — Typical Bolt Locations - Number of Bolts Differ with Models**

3. Proper torque for the bolts is 220 ft-lb. For the first part of the inspection each fastener should be checked first at 90% of the full torque or 198 ft-lb. Set the torque wrench at 198 ft-lb. and carefully check the torque of each bolt.
  - If the torque wrench does not click when carefully tightening a bolt at 90%, ALL of the shear plate mounting bolts must be replaced. The inspection is complete on this unit at this time.
4. The second part of the inspection requires each fastener be checked first at 100% of the full torque or 220 ft-lb. Set the torque wrench at 220 ft-lb. and carefully tighten each bolt.
  - After tightening to 220 ft-lb, the shear plate mounting bolts inspection is complete on this unit. No bolts require replacement.
5. If the shear plate bolts failed the torque inspection in Step 3, the customer can choose to replace the bolts themselves or contact Altec to do the repair. Call 1-877-GO ALTEC (1-877-462-5832) to schedule the work to be done by an Altec service technician or to order the Fastener Kit, part number 990761489, if doing the repair themselves.
6. After the inspection is complete, reinstall any chassis components, if needed. Return the unit to service.