



210 Inverness Center Parkway
Birmingham, AL 35242

Telephone: 205-991-7733
Facsimile: 205-991-9993
www.altec.com

This notice applies to your vehicle. See SIL for specific unit identification.

February 11, 2020

Dear Altec Owner,

Altec Industries, Inc. has developed a product improvement which relates to certain AT37G, AT237, AT237S, and AT40G Units built between November 2017 to September 2019.

Refer to SIL 745 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 745, 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.



Altec Industries, Inc.
Elizabethtown Operations
Elizabethtown, KY

SIL 745

Service Information Letter

February 11, 2020

Units Affected: Certain aerial devices built from November 2017 to September 2019
(see attached list)

Boom Rest Reinforcement

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

The affected units were manufactured with a clamp-style boom rest socket that is attached to the subbase of the unit. Altec has discovered that cracks may develop in the bottom plate of the boom rest socket.

Altec has designed reinforcement plates to be installed on the boom rest socket structure. These are used to repair units which have developed cracks and to prevent cracks from occurring on units which have not developed cracks. Clamp Boom Rest Reinforcement Kits are available containing these parts for specific unit models. The kit part numbers are shown below. Altec requires that the appropriate kit be installed on each unit no later than the next regular maintenance interval but no later than 90 days from the receipt of this SIL.

| Model | Kit Part Number |
|-----------------------|-----------------|
| AT37-G, AT237, AT237S | 991009781 |
| AT40-G | 990990505 |

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 \$180 for the labor to perform this 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.