



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.

May 28, 2020

Dear Altec Owner,

Altec Industries, Inc. has developed a product improvement which relates to certain AT37-G and AT40-G aerial device units built from November 2017 to October 2018.

Refer to SIL 749 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 749, 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

May 28, 2020

Units Affected: Certain AT37-G and AT40-G aerial devices built from November 2017 to October 2018 (see attached list)

Torsion Bar Inspection on 60" CA Chassis

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

Altec has discovered that torsion bar mounting brackets and rear shear plates used to mount the torsion bar assembly can cause interference issues as the torsion bar rotates during road travel.

Altec requires the torsion bar assembly to be inspected and repaired as described in the Inspection and Repair Procedure beginning on page 2 of this SIL. Use the Decision Chart on page 4 to assist in determining the required actions and whether Altec must perform certain repairs. If the inspection indicates damage to certain torsion bar components, one of the kits shown below must be installed as specified.

- Torsion Bar Repair Kit, part number 990858321
- Torsion Bar Replacement Kit, part number 991080382 (requires Altec to install)

The inspection and any repairs must be completed no later than the next regular maintenance interval or 60 days after the receipt of this SIL, whichever comes first.

This inspection and the installation of the torsion bar repair kit are covered under the Altec Warranty Policy, and can be performed by Altec, the customer, or the customer's warranty provider. Altec will perform this work for free at an Altec facility. If the customer or the customer's warranty provider performs this work, a warranty claim must be submitted to be reimbursed for the cost of the parts and/or labor. Altec will allow up to \$90 for the labor to perform the inspection and up to \$180 for the labor to perform the repair described in this SIL. Up to \$90 additional is allowed for the installation of the torsion bar repair kit.

Altec Use Only	
Inspection labor	1.0 hr
Repair labor for SIL	2.0 hr
Repair labor for Kit 990858321	1.0 hr
Repair labor for kit 991080382	10.0 hr
Account #	010.0557.43151.736.000.000
Travel	Not Included
NHTSA code	02
Prime fail P/N	None
Doc ref	074900707, 991080146

Parts Kit	Part Number	Qty	Warranty
Torsion Bar Repair Kit	990858321	1	Yes
Torsion Bar Replacement Kit	991080382	1	Yes

The installation of the torsion bar replacement kit is covered under the Altec Warranty Policy, and must be performed by Altec at an Altec service center.

Call 1-877-GO ALTEC (1-877-462-5832) to order a kit or to schedule the work to be done by an Altec service technician. The customer is responsible for the travel costs of an Altec Mobile Service technician if the technician performs the inspection or installation of the repair kit at the owner's location.

Inspection and Repair Procedure

Soap and water or other appropriate cleaning solution, a flashlight, and an inspection mirror are required for the inspection procedure. A cut-off wheel, plasma cutter (optional), grinder, primer paint, and black finish paint are required for the repair procedure.

If the inspection shows that the shear plates must be modified, an electric welder is required to complete the repair. If an Altec mobile service technician is completing the inspection, welding will require the unit to be taken to an Altec facility or a qualified third party. All welds must be applied by a welder qualified in 3G uphill progression welding using one of the following approved methods:

- FCAW-G - gas shielded flux core wire (E71T-1M/9M)
- FCAW-S - gasless self-shielded flux core wire (E71T-11)
- SMAW - stick electrode (E7018 H4R)
- GMAW - solid core wire (ER70S-6)

Use the Decision Chart on page 4 to assist in determining the required actions and whether Altec must perform certain repairs. Read and understand all steps of the instructions before beginning the procedure.

Setup

1. Look into both rear wheel wells, using a flashlight if necessary. If there is dirt or debris on the torsion bar swing arm plates and/or connecting plates (refer to Figure 1), clean these components with soap and water or other suitable cleaning solution to ensure that any potential defects will be visible.



Figure 1 – Street Side Torsion Bar Assembly

2. Position the unit on a level surface and apply the parking brake. Chock both front wheels. Turn off the engine and remove the key from the ignition.
3. Raise the rear of the vehicle with a jack(s) to allow removal of the rear wheels on both sides. Properly support the vehicle with jack stands on both sides.
4. Remove the rear wheels on both sides.

Inspecting Torsion Bar Components

5. Look at the torsion bar assembly in the street side rear wheel, using a flashlight if necessary. If there is any dirt or debris on the swing arm plate, the connecting plates, or the upper lock nut and cap screw threads (refer to Figure 1), clean these components with soap and water or other suitable cleaning solution to ensure that any potential defects will be visible.
6. Using a flashlight and a mirror, inspect both connecting plates, the swing arm plate, and the upper lock nut and cap screw threads from all available angles. Look for any hairline cracks, bending, denting, or metal chipping.
7. Repeat steps 5 and 6 for the curb side rear wheel well. Then proceed to step 8.
8. Review the results of the visual inspection.
 - If there is no cracking, bending, denting, or metal chipping on any of the components, proceed to step 11.
 - If there is any cracking or bending on either of the swing arm plates, immediately take the unit out of service. It must not be used until the torsion bar assembly is replaced. Proceed to step 10.
 - If there is any cracking, bending, denting, or metal chipping on any of the connecting plates, or any damage to the lock nuts or cap screw threads, the damaged parts must be replaced. Proceed to step 9.

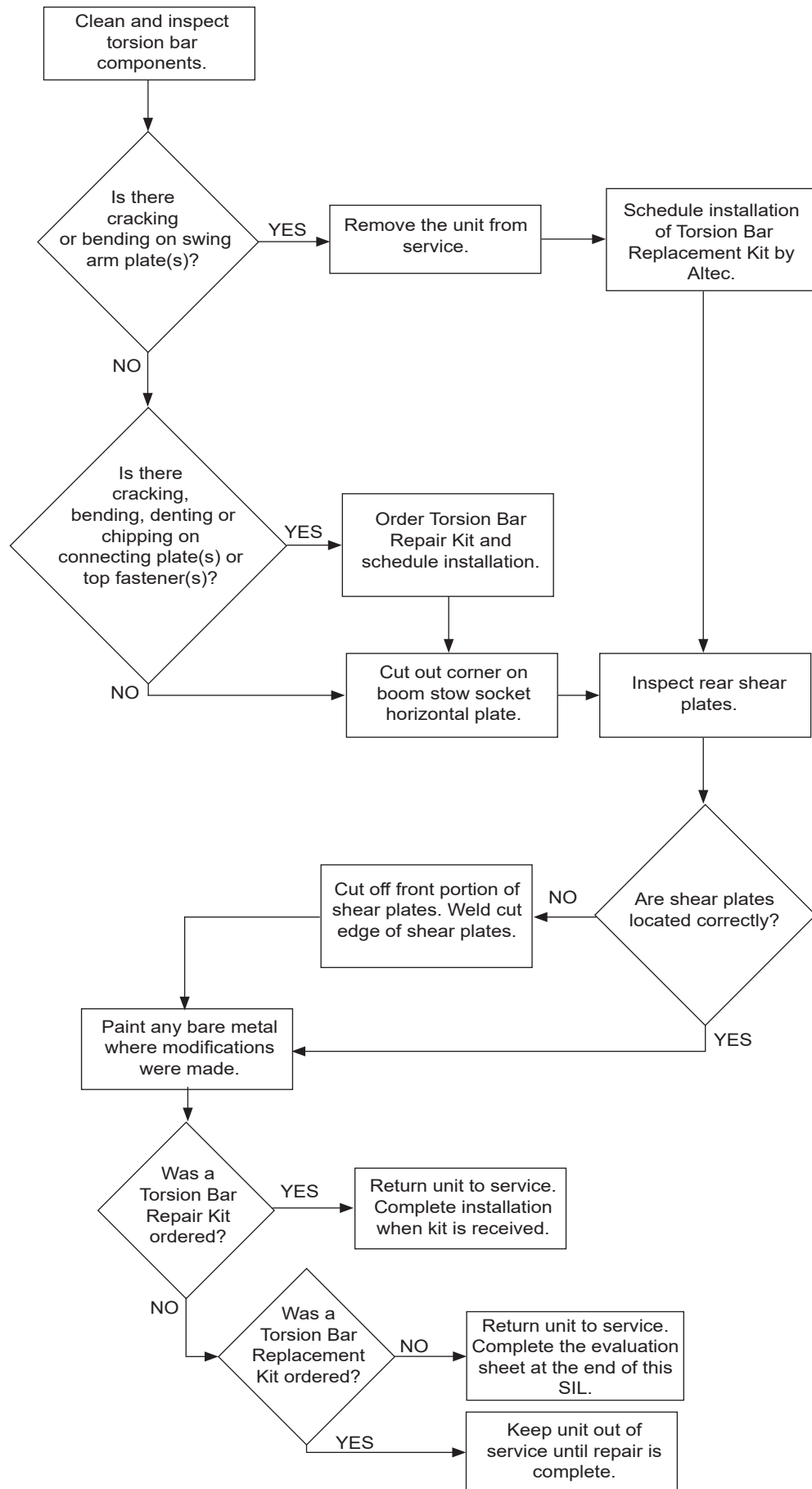
Planning for Repairs

9. If replacement of any connecting plates, lock nuts, or cap screws is required, call 1-877-GO ALTEC (1-877-462-5832) and order the Torsion Bar Repair Kit, part number 990858321. Schedule the installation of the repair kit. Proceed to step 12.
10. If replacement of the torsion bar assembly is required, this repair must be performed by Altec at an Altec service center. Call 1-877-GO ALTEC (1-877-462-5832) to schedule the installation of the Torsion Bar Replacement Kit, part number 991080382.

Removing Boom Stow Socket Interference

11. Locate the boom stow socket on the side of the subbase in the street side rear wheel well. Locate the horizontal plate under the boom stow socket (refer to Figure 2).

Decision Chart



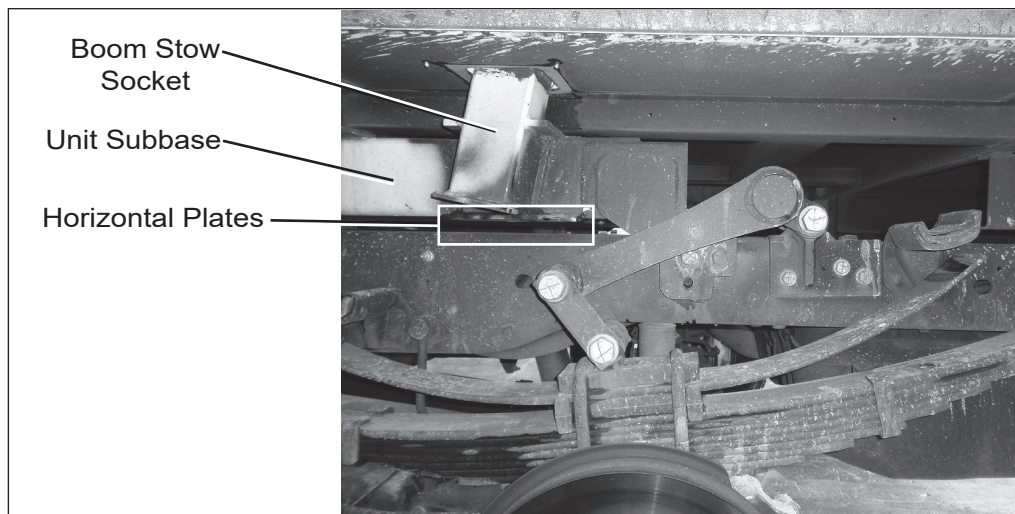


Figure 2 – View of Street Side Wheel Well

12. Using a plasma cutter or cut-off wheel, remove the corner portion of the horizontal plate beyond a distance of $\frac{1}{8}$ " from the edge of the weld beads, as shown in Figures 3 and 4. Do not cut into the weld beads. Do not cut into the horizontal plate any farther on the bottom than on the top if using a cut-off wheel.

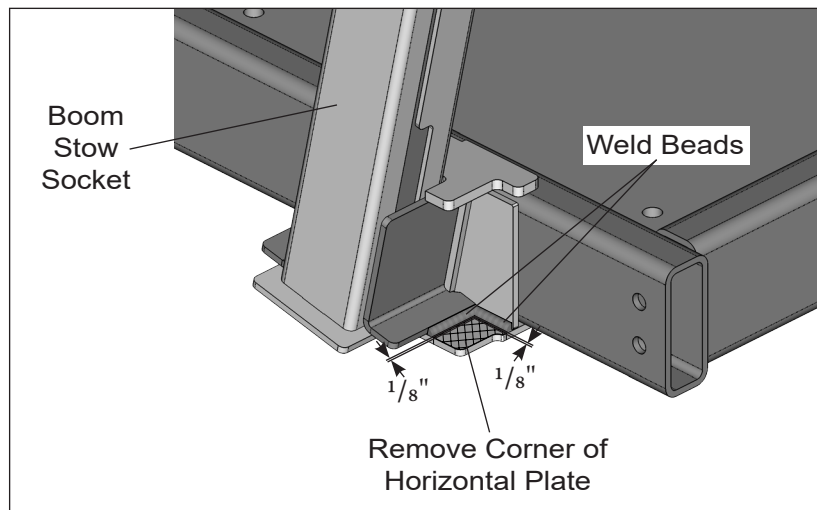


Figure 3 – Horizontal Plate Before Modification

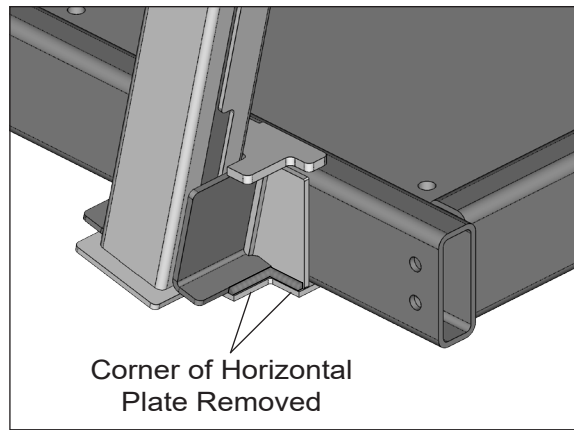


Figure 4 – Horizontal Plate after Modification

Removing Shear Plate Interference

13. Locate the shear plate at the rear end of the subbase on each side.

- If the shear plates are installed with the entire upper portion placed ahead of the rear end of the subbase as shown in Figure 5, modification is required. Proceed to step 14.
- If the shear plates are installed with the upper portion extending about 2" +/- 1" behind the rear end of the subbase as shown in Figure 6, no modification is required. Proceed to step 16.

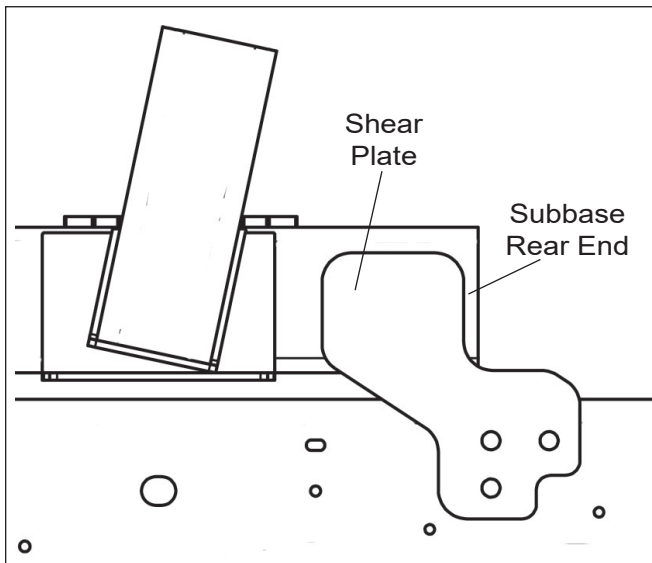


Figure 5 – Shear Plates Located Incorrectly

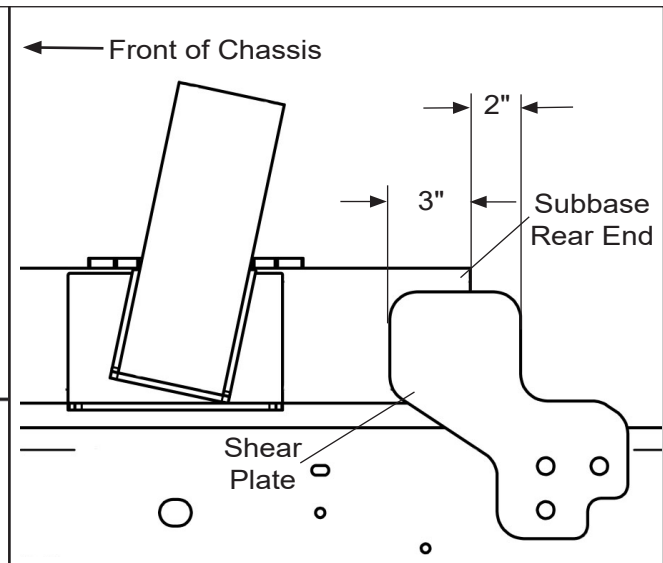
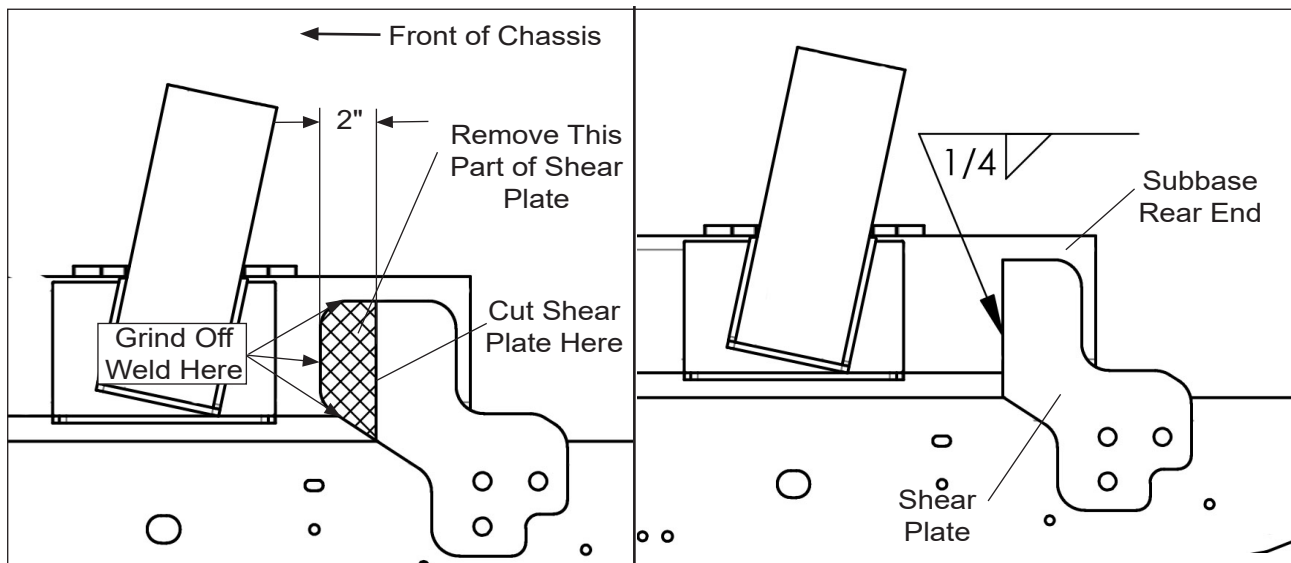


Figure 6 – Shear Plates Located Correctly

14. If the shear plates are located incorrectly, a portion of each shear plate toward the front must be removed. Using a cut-off wheel, cut each shear plate vertically 2" from the front edge (refer to Figure 7). Using a grinder, remove the weld along the top and front edges of each shear plate. Do not cut into the side of the subbase tubing with the cut-off wheel or grinder. Complete the removal of this portion of the shear plates.



15. Weld the cut front edge of each shear plate to the side of the subbase (refer to Figure 8).

Painting Modified Areas

16. Apply prime paint and black finish paint to cover the bare metal in the areas where modifications were performed.

Completion

17. Reinstall the rear wheels. Tighten the lug nuts to the proper torque from the chassis manual.
18. Raise the rear of the chassis with a jack(s) and remove the jack stands. Lower the chassis to the ground and remove the jack(s).
19. Determine the final status of the unit based on the inspection results of step 8.
- If the torsion bar swing arm plates are damaged, the unit must remain out of service until the torsion bar assembly is replaced. Do not complete the Evaluation Sheet at the end of the SIL.
 - If the torsion bar swing arm plates are not damaged but any connecting plates, lock nuts, and/or cap screws are damaged, ensure that the replacement of these components is scheduled. Return the unit to service. Do not complete the Evaluation Sheet at the end of the SIL.
 - If no components in the torsion bar assembly are damaged, return the unit to service. Complete the Evaluation Sheet at the end of the SIL showing the completion of the inspection and return it to Altec.

SIL 749 Torsion Bar Evaluation

Complete this form and return to Altec to document inspection completion.

Choose one of these options.

- Online through the customer portal – Altec Connect*
 Sign in or Register for an account at www.altec.com/altec-connect/
 1. Select Equipment
 2. Select Altec Product Notices
 3. Select Report a Completed APN
- Scan and Email to product.safety@altec.com
- FAX to 1-877-659-9929

*Customer performed warranty can be submitted online for reimbursement through Altec Connect.



To login to your existing Altec Connect account, scan here with your smart phone!

Model	Altec Unit	Date Completed

Company Name: _____ Phone _____

Service Company Name: _____ Phone: _____

Company Contact: _____

Company Street Address: _____

City _____ State: _____ ZIP Code: _____

Signature: _____

Submission of this form does not order parts or schedule service from Altec.

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 through Altec Connect.

For more information or to schedule the work to be done by an Altec Service technician, call:
 1-877-GO ALTEC (1-877-462-5832)

Make copies of this form for additional units if needed.