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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.**

July 14, 2020

Dear Altec Owner,

Altec Industries, Inc. has developed a product improvement which relates to certain AT48S and AT48M aerial devices Units built between January 2017 through August 2019.

Refer to SIL 752 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 752, 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 HiLine, LLC  
Duluth, Minnesota

SIL 752

# Service Information Letter

July 14, 2020

Units Affected: Certain AT48S and AT48M aerial devices  
built from January 2017 through August 2019 (see attached list)

## HuckBolt and U-Bolt Inspection

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

Altec has discovered that the placement of certain HuckBolts or hex head bolts used to attach the unit to the chassis may cause interference with the chassis suspension U-bolts during road travel. This can result in damage to the unit mounting bolts and the chassis U-bolts.

Altec requires the inspection of the unit mounting bolts and chassis U-bolts as described in the Inspection Procedure beginning on page 2 of this SIL. If the inspection indicates damage to any of the U-bolts or inadequate clearance between the unit mounting bolts and the U-bolts, the specified parts must be replaced.

The inspection and any repairs must be completed no later than the next regular maintenance interval or 90 days after the receipt of this SIL, whichever comes first.

The inspection is covered under the Altec Warranty Policy and can be performed by Altec, the customer, or the customer's warranty provider. Altec will allow up to \$22.50 for the labor to perform this inspection. The repair is covered under the Altec Warranty Policy and must be performed by Altec. Altec will perform the inspection and/or repair for free at an Altec facility. 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 and/or repair at the owner's location.

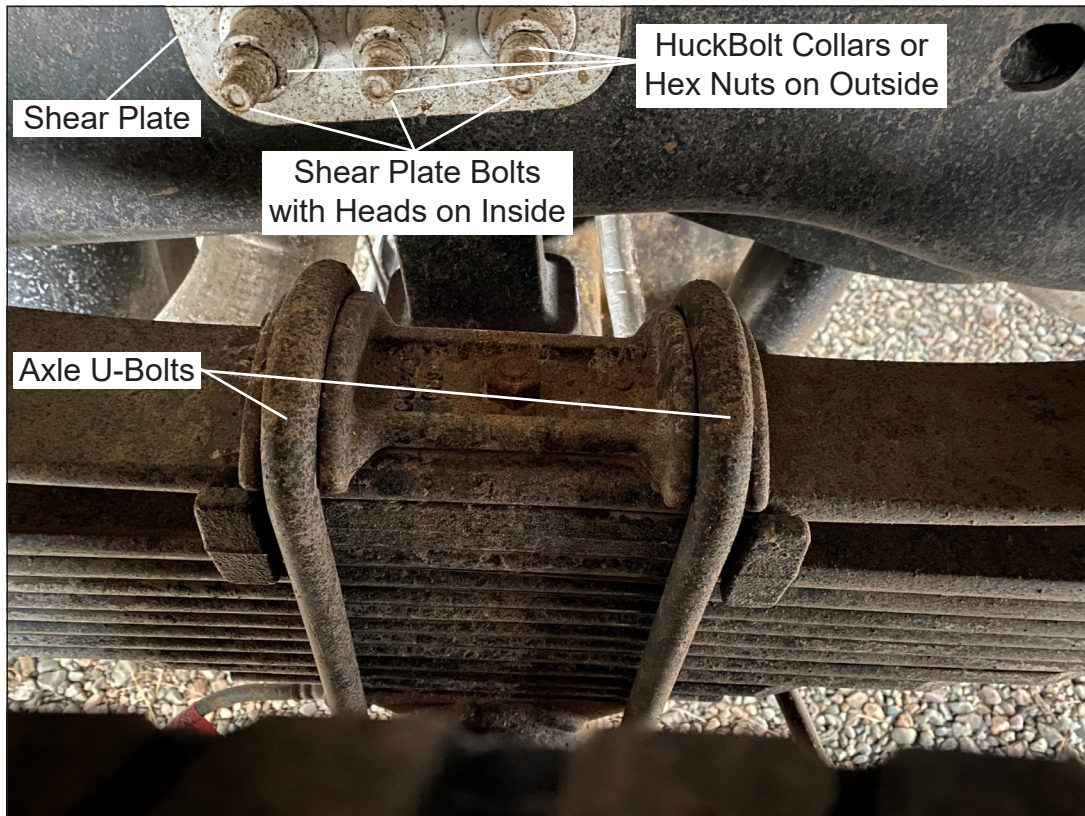
Altec Use Only	
Inspection labor	0.25 hr
Repair labor	3.0 hr
Account #	010.0953.43151.783.0000.000
Travel	Not included
NHTSA code	98
Prime fail P/N	n/a
Doc ref	991109086, 991109087

Option	Part Number	Qty	Warranty Allowed
HuckBolt replacement kit, one side	991108861	1 or 2	Yes
Dodge chassis U-bolt replacement kit, one side	991105665	1 or 2	Yes
Ford chassis U-bolt replacement kit, one side	991105666	1 or 2	Yes

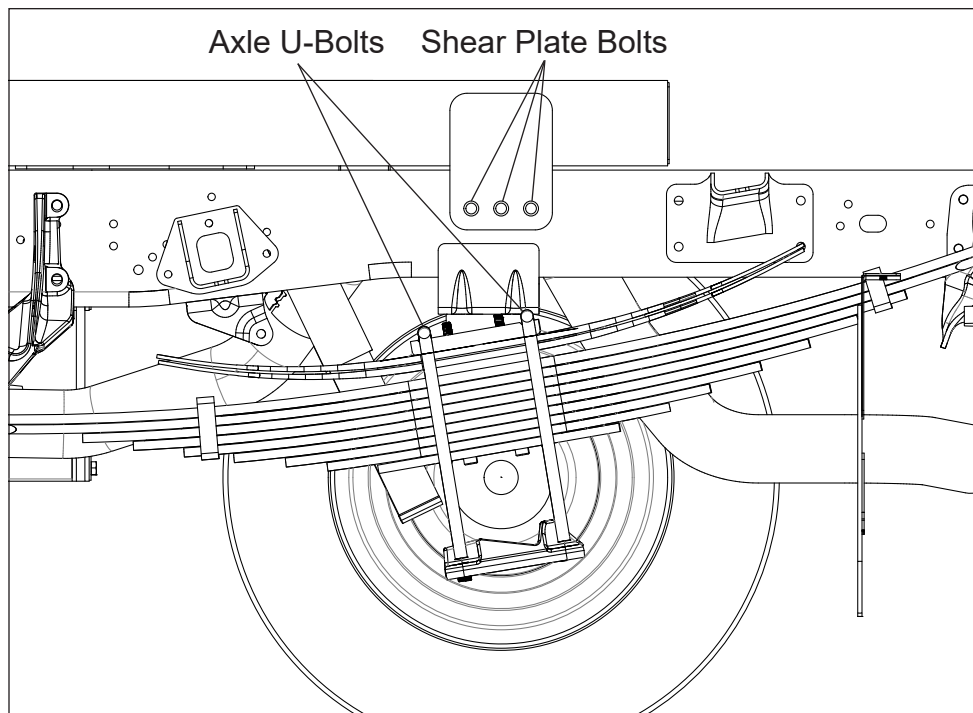
## Inspection Procedure

A flashlight, tape measure, and appropriate cleaning product are required for the inspection procedure.

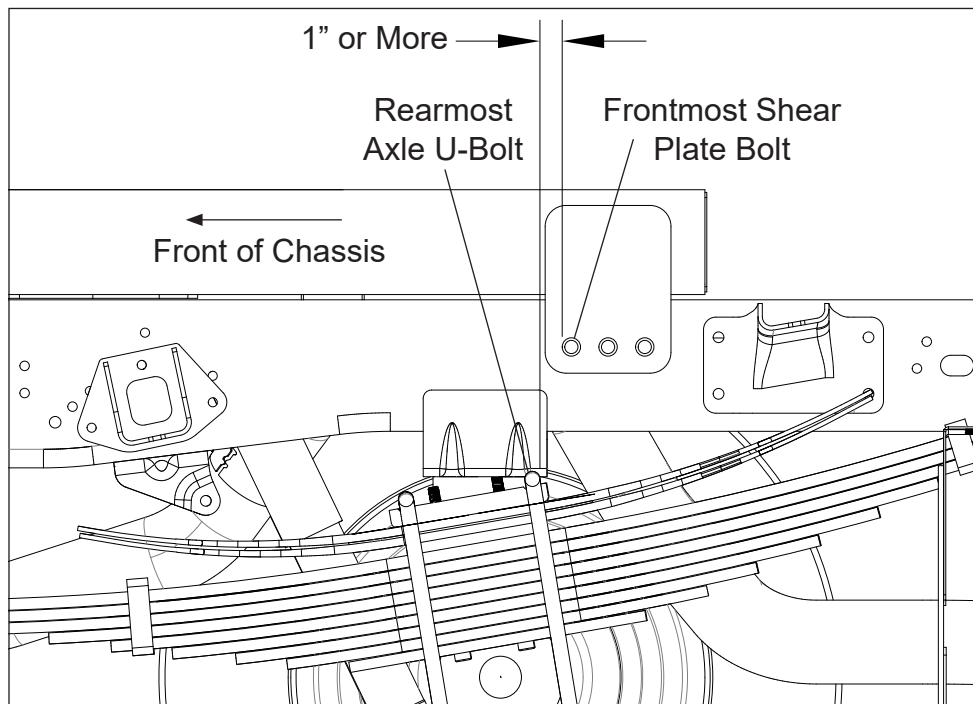
1. Position the unit on a level surface, apply the parking brake, and chock the wheels. Turn off the engine and remove the key from the ignition.
2. Look at the location and orientation of the bolts in the shear plate above the rear axle on both sides of the chassis (refer to Figure 1).
  - If all the shear plate bolts are installed with the heads on the outside, the clearance is adequate. Proceed to step 10.
  - If any of the shear plate bolts are installed with the collar or hex nut located on the outside, inspect for the location of the shear plate bolts vs. the rear axle U-bolts.
    - If any of the shear plate bolts are located in the region directly above the top of either axle U-bolt (refer to Figure 2), proceed to step 3.
    - If the frontmost shear plate bolt is located with a horizontal spacing of 1" or more behind the top of the rearmost axle U-bolt (refer to Figure 3), the clearance is adequate. Proceed to step 10.
    - If the rearmost shear plate bolt is located with a horizontal spacing of 2" or more in front of the top of the frontmost axle U-bolt (refer to Figure 4), the clearance is adequate. Proceed to step 10.



**Figure 1 — Orientation of Shear Plate Bolts**

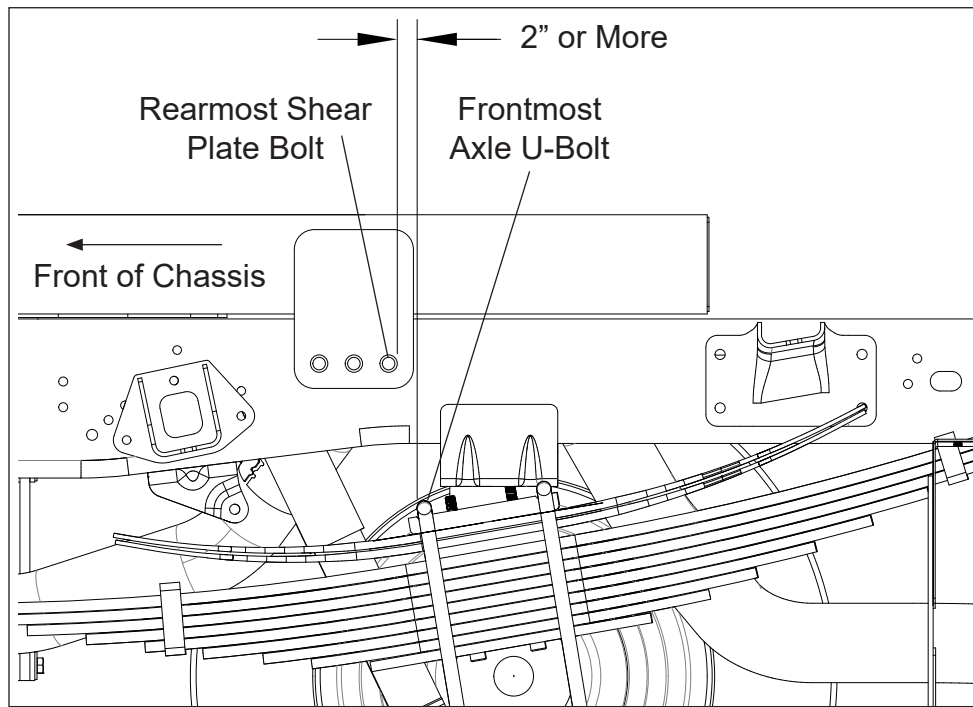


**Figure 2 — Shear Plate Bolts Located Above Axle U-Bolts**



**Figure 3 — Shear Plate Bolts Located Behind Axle U-Bolts**





**Figure 4 — Shear Plate Bolts Located in Front of Axle U-Bolts**

3. Find the rear suspension bump stop located above the rear axle on the street side of the chassis (refer to Figure 5 for a Dodge chassis or Figure 6 for a Ford chassis).



**Figure 5 — Dodge Rear Suspension**



**Figure 6 — Ford Rear Suspension**

4. Measure the vertical distance from the top of the rear axle to the bottom of the bump stop on the street side of the chassis (refer to Figure 7). This is the suspension travel number. Enter this number in column A of the table in Figure 8 on a printed copy of this SIL or in a similar format on a piece of paper.



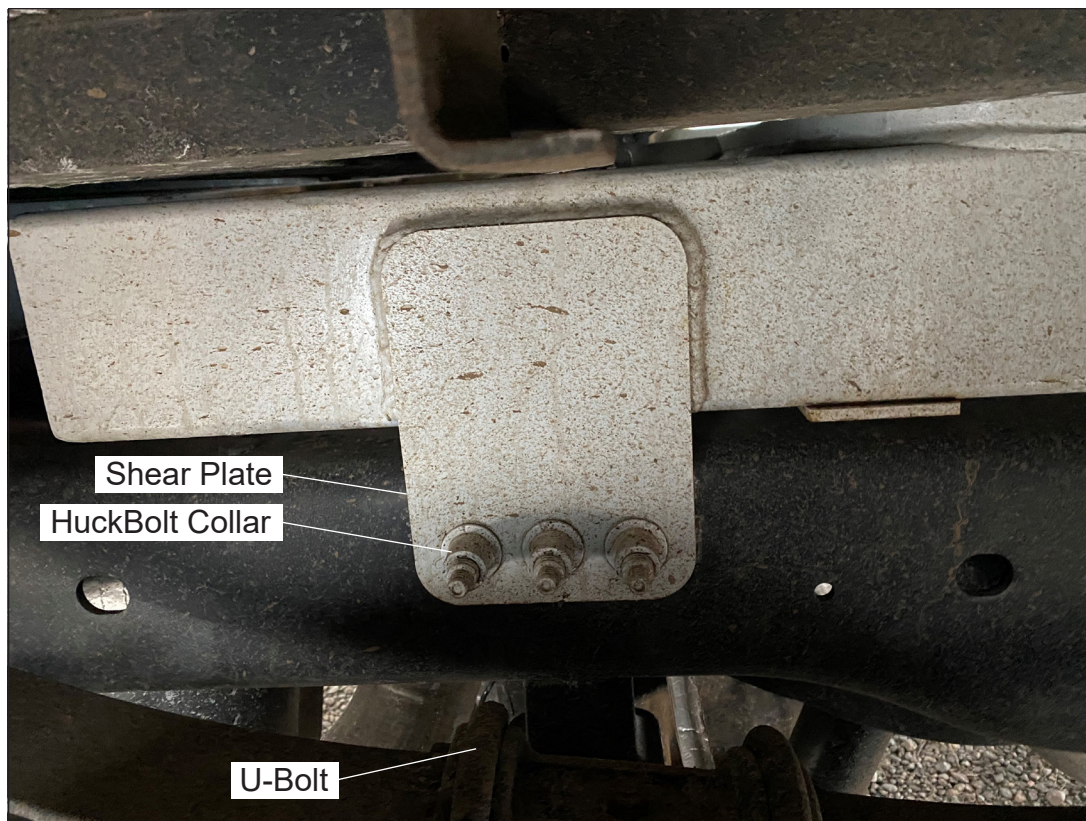
**Figure 7 — Measuring for Suspension Travel Number**

Location	A	B	C	
	Suspension Travel Number (Step 4)	U-Bolt Clearance Number (Step 5)	Is B Greater than A? Yes	No
Street side				
Curb side				

**Figure 8 — Measurement Results**

5. Identify a HuckBolt collar or hex nut located above one of the rear suspension U-bolts on the street side of the chassis (refer to Figure 9). Measure the vertical distance from the top of the U-bolt to the bottom of the collar or hex nut (refer to Figure 10). Subtract  $\frac{1}{2}$ " as a safety factor to determine the U-bolt clearance number. Enter this number in column B of the table in Figure 8.
- For example, if the vertical distance measurement is 5", calculate  $5" - \frac{1}{2}" = 4\frac{1}{2}"$  for the U-bolt clearance number.



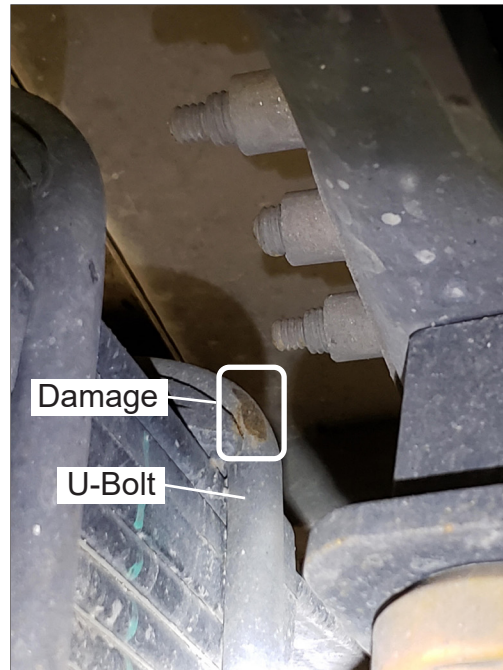


**Figure 9 — Identifying Shear Plate Bolt to Measure for Clearance**



**Figure 10 — Measuring for U-Bolt Clearance Number**

6. Repeat steps 4 and 5 for the curb side of the chassis. Then proceed to step 7.
7. Complete column C of the table in Figure 8 for both street side and curb side. Mark Yes if the number in column B is larger than the number in column A. Mark No if the number in column B is less than or equal to the number in column A.
  - If column C is marked Yes for both sides of the vehicle, the clearance is adequate. Proceed to step 10.
  - If column C is marked No for either side or both sides of the vehicle, the clearance is not adequate. Proceed to step 8.
8. Look at the top portion of a street side U-bolt that can potentially contact a shear plate bolt end, collar, or hex nut. Clean off any dirt or debris on the portion of the U-bolt below the shear plate bolt using an appropriate method, to ensure that any existing damage to the U-bolt will be visible. Using a flashlight, if necessary, inspect the U-bolt for damage due to contact with the shear plate bolt end, collar, or hex nut (refer to Figure 11). Repeat this inspection for the second street side U-bolt if it can also potentially contact a shear plate bolt end, collar, or hex nut.



**Figure 11 — Inspecting U-Bolt for Damage**

9. Repeat step 8 for the curb side.
10. Proceed based on the inspection results.
  - If the clearance is adequate, no replacement kit(s) are required. Complete the Inspection Sheet at the end of this SIL and return it to Altec. Return the unit to service.
  - If the clearance is not adequate, take the unit out of service. Order and schedule the installation of the required replacement kit(s) based on the inspection results. Each kit contains parts for one side of the chassis. If parts are needed for both sides, two kits are required. Do not submit the Inspection Sheet at the end of this SIL.



- If no damage is found on any U-bolts, order only the HuckBolt replacement kit(s).
- If U-bolt damage is found on a Dodge chassis, order the HuckBolt replacement kit(s) plus the Dodge chassis U-Bolt replacement kit(s).
- If U-bolt damage is found on a Ford chassis, order the HuckBolt replacement kit(s) plus the Ford chassis U-Bolt replacement kit(s).

<b>Option</b>	<b>Part Number</b>
HuckBolt replacement kit, one side	991108861
Dodge chassis U-bolt replacement kit, one side	991105665
Ford chassis U-bolt replacement kit, one side	991105666

NOTE: Installation of any of these kits requires a structural test after the installation is complete.

## SIL 752 HuckBolt and U-Bolt Inspection Sheet

Complete this form and return to Altec to document inspection completion. Do not complete this form if a kit was ordered for further repair.

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/](http://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](mailto:product.safety@altec.com)
- FAX to 1-877-659-9929



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

\*Customer performed warranty can be submitted online for reimbursement

Model	Altec Unit Serial Number	Date Inspected/ Adequate Clearance Found

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.