



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 attached serial number list.

March 19, 2021

Dear Altec Owner,

Altec Industries, Inc. has developed a product improvement which relates to certain LR7 aerial devices built on Freightliner M2-106 chassis from April 2016 through November 2019.

Refer to SIL 788 for the items covered under the warranty policy. Altec will supply the necessary parts to correct this condition free of charge.

In order to determine if your unit is affected by SIL 788, compare the serial number of your unit with the list of affected units attached to 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.
 Creedmoor Operations
 Creedmoor, NC

SIL 788

Service Information Letter

March 19, 2021

Units Affected: Certain LR7 aerial devices built on Freightliner M2-106 chassis from April 2016 through November 2019 (Verify that your unit serial number is affected by reviewing the attached list in this SIL or by accessing your fleet on connect.altec.com/login)

Bumper Support Bracket Inspection

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 the cast aluminum bumper support brackets used by Freightliner on some affected units have cracked in the field. This can cause a lack of proper support for the front bumper and the cab guard on the vehicle.

Altec requires the bumper support brackets on the chassis to be inspected no later than the next periodic maintenance interval or 30 days from the receipt of this SIL, whichever comes first. Use the inspection procedure beginning on page 2.

If the inspection confirms that the chassis has cast aluminum bumper support brackets, order the Steel Bumper Support Brackets Kit, part number 991243313, by calling 1-877-GOALTEC (1-877-462-5832). Install the kit no later than 60 days from the receipt of this SIL.

The inspection and repair are covered under the Altec Warranty Policy and can be performed by Altec, the customer, or the customer's warranty provider. An overhead hoist or other suitable lifting device rated for at least 1000 lbs is required to perform the repair. 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 labor. Altec will allow up to \$45 for the labor to perform this inspection, and up to \$180 for the labor to perform this repair. Call 1-877-GOALTEC (1-877-462-5832) 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 at the owner's location.

Altec Use Only	
Inspection labor	0.5 hr
Repair labor	2.0 hr
Account #	010.0227.43151.246.0000.000
Travel	Not included
NHTSA code	16
Prime fail P/N	N/A
Doc ref	074900742

Altec Use Only			
Parts Kit	Part No.	Qty	Warranty
Steel bumper support brackets kit	991243313	1	Yes

Inspection Procedure

No tools other than a flashlight are required for the inspection procedure. 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. Turn off the engine and remove the key from the ignition.
2. Using a flashlight if necessary, look into one of the front wheel wells at the bumper support bracket located behind the front bumper.
 - If the vertical side of the bumper support bracket has a raised molded surface around the triangular bolt pattern at the top, the bracket is an aluminum casting (refer to Figure 1).
 - If the vertical side of the bumper support bracket is flat around the triangular bolt pattern at the top, the bracket is a steel weldment (refer to Figure 2).

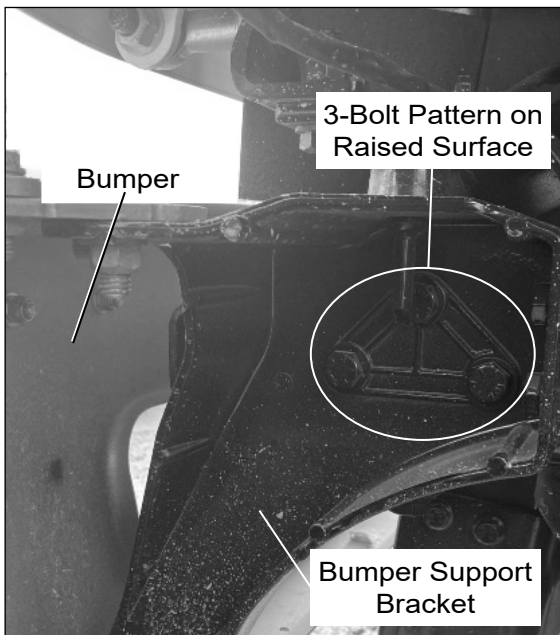


Figure 1 – Aluminum Bumper Support Bracket

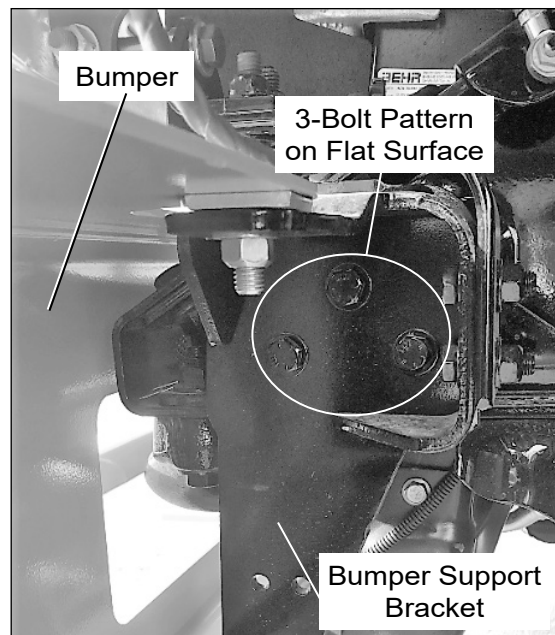


Figure 2 – Steel Bumper Support Bracket

3. Review the results of step 2.
 - If the inspected bumper support bracket is aluminum, both bumper support brackets must be replaced no later than 60 days from the receipt of this SIL. Call 1-877-GO ALTEC (1-877-462-5832) to order the Steel Bumper Support Brackets Kit, part number 991243313. Return the unit to service. Install the kit as soon as it is received. Do not complete the Inspection Sheet at the end of this SIL.
 - If the inspected bumper support bracket is steel, no further action is required. Return the unit to service. Complete the Inspection Sheet at the end of this SIL and return it to Altec as specified.

SIL 788 Bumper Support Bracket Inspection Sheet

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



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

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

Model	Altec Unit Serial Number	Date Inspected

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.