



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.

Dear Altec Owner,

Altec Industries, Inc. has developed a product improvement as described in the included Service Information Letter (SIL). According to our records, you own one or more units this applies to.

Refer to the included SIL for the items covered under the Altec warranty policy.

Compare the serial number of your unit to the included list of affected units to verify that your unit is affected. You may also 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) to update the records.

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 14, 2021

Units Affected: Certain units built from July 2020 to October 2020 using utility body wheel well fender rubber part number 991054016. (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)

Fender Rubber Inspection

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

Altec has learned that the affected units have fender rubber which can become detached from the wheel well fender cutout of the utility body.

Altec recommends that all fender rubber be inspected using the inspection procedure beginning on page 2.

- If the installed fender rubber does not pass inspection, order and install the Fender Rubber Replacement Kit, part number 991311362, by calling 1-877-GO ALTEC (1-877-462-5832), option 1 for Parts. Do not complete the Inspection Sheet at the end of this document.
- If the fender rubber passes the inspection, complete the Inspection Sheet at the end of this document. No additional inspections are required.

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. 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 parts and/or labor. Altec will allow up to \$22.50 for the labor to perform the inspection and up to \$45 for labor to perform the 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 and repair at the owner's location.

Altec Use Only	
Inspection labor	0.25 hr
Repair labor	0.5 hr
Account #	010.0114.43151.000.0000.000
Travel	Not included
NHTSA code	98
Prime fail P/N	991054016
Doc ref	074900758

Altec Use Only			
Kit Description	Part No.	Qty	Warranty
SIL 801, fender rubber kit	991311362	1	Yes

Inspection Procedure

1. Position the unit on a level surface, apply the parking brake, and turn off the engine. Remove the key from the ignition and secure it. Chock the wheels. Follow your employer's vehicle lockout/tagout procedure.
2. Pull lightly outward on the fender rubber with not more than 7 to 10 pounds of force to check that it is completely adhered to the fender panel (refer to Figure 1). Only apply pulling force outward from the fender panel. Do not twist or pull down on the fender rubber when testing for adhesion. Repeat this check every 4" along the length of the fender rubber on both sides of the body.

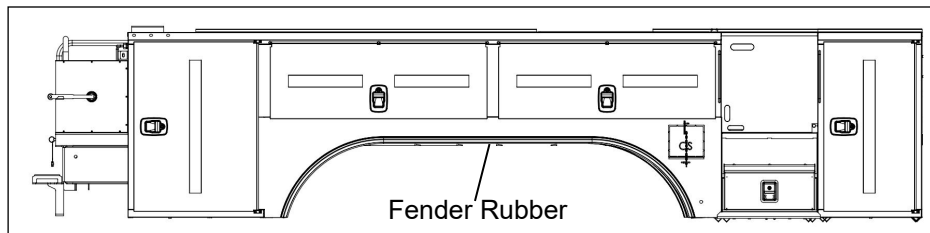


Figure 1 — Utility Body

3. If there are any areas of separation between the adhesive strip and the fender panel, the fender rubber is not properly adhered (refer to Figure 2).



Figure 2 — Fender Rubber Separation

4. Review the results of the inspection.
 - If separation is found, order the Fender Rubber Replacement Kit, part number 991311362, and install it at the unit's next scheduled maintenance. One kit will have enough material for both sides of a body. Do not complete the Inspection Sheet at the end of this document.
 - If the fender rubber is properly adhered, complete the Inspection Sheet at the end of this document to record SIL 801 completion.

SIL 801 Fender Rubber 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.