



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 Product Update Notice (PUN). According to our records, you own one or more units this applies to.

Refer to the included PUN for the items covered under the Altec warranty policy. Some improvements are not 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.



Product Update Notice

November 3, 2021

Units Affected: Certain vehicles equipped with a Jobsite Energy Management System (JEMS) 2, 4, 6, or 12 built by Altec from 2015 to 2021 (Verify that your unit serial number is affected by reviewing the attached list in this PUN or by accessing your fleet on connect.altec.com/login)

Updated Labeling for Jump Starting Connections

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 labeling describing the proper jump starting procedure for the vehicle has sometimes been overlooked. Failure to follow the proper procedure when jump starting a vehicle could result in damage to the electrical system.

The labeling for the available jump starting connections has recently been made more visible (refer to Figure 1). Altec has made a kit available to provide the updated labeling upon customer request.

Examine the vehicle to determine the number of available jump starting connection locations, including the positive battery terminal(s) and any additional jump starting connections. One kit is required to update each location. Call 1-877-GO ALTEC (1-877-462-5832) option 1 or go to your portal on connect.altec.com/login to order the required quantity of JEMS 2/4/6/12 Placard Kits, part number 991390775.



Figure 1 – Updated Jump Starting Placard

The Altec Warranty Policy covers the cost of the parts but does not cover installation labor. The kit can be installed by Altec, the customer, or the customer’s warranty provider. Call 1-877-GO ALTEC (1-877-462-5832) option 3 to schedule the work to be done by an Altec Mobile Service technician or option 2 to schedule the work to be done at an Altec facility. Customers are responsible for the travel costs of an Altec Mobile Service technician if the technician performs the work at the owner’s location.

Altec Use Only	
Inspection labor	0.0 hr
Repair labor	0.0 hr
Account #	010.0788.43151.756.0000.000
Travel	Not included
NHTSA code	98
Prime fail P/N	N/A
Doc ref	074900800

Altec Use Only			
Parts Kit	Part No.	Qty	Warranty
JEMS 2/4/6/12 placard kit	991390775	A/R	Yes