



Customer Outreach  
PO Box 8338  
Saint Joseph, MO 64508

[product.safety@altec.com](mailto:product.safety@altec.com)  
[connect.altec.com/login](https://connect.altec.com/login)

Phone 1-877-GO ALTEC  
Facsimile 1-877-659-9929

**This letter applies to your vehicle. Refer to the provided 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 letter for the items covered under the Altec Warranty Policy. If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notation remedy of the problem associated with this letter.

Compare your unit's identifying information with the provided list to verify your unit is affected. You may also contact Altec or view your fleet through Altec Connect to determine if there are any other outstanding notices.

If you have sold or retired the unit, update the records through Altec Connect. If you have leased this equipment to another person or company, you are required by Federal Law to forward a copy of this notice to the lessee by first class mail within ten (10) days of the receipt of this notice.

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.

**ePTO Mounting Fasteners Inspection**

**Units Affected:** Certain AA/AA-E, AN/AN-E, and AN-E-OC series aerial devices built from 2015 to 2020 and equipped with a JEMS 18E20 hybrid system. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

**Background:** Altec has learned that there may be loose, missing, or incorrectly installed mounting fasteners on the electric power take-off (ePTO) on affected units. This can cause the ePTO to become loose from its mounting bracket, resulting in excessive vibration. The fasteners may need to be replaced with new, correctly installed fasteners.

**Customer Action:** Inspect the ePTO mounting fasteners no later than the next preventive maintenance interval or 120 days from the receipt of this SIL, whichever comes first. Use the Inspection Procedure beginning on page 2. If repair is required, order and install the specified mounting kit or schedule the installation of the kit by Altec. If cap screw(s) are missing, take the unit out of service until the kit has been installed.

**Requirements:** The inspection is estimated to take 15 minutes and one person to complete. The repair is estimated to take 45 minutes and one person to complete.

**Completion and Warranty:** 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 \$67.50 for the labor to perform the repair. 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 Contact Info:**Altec Connect: [connect.altec.com/login](https://connect.altec.com/login)

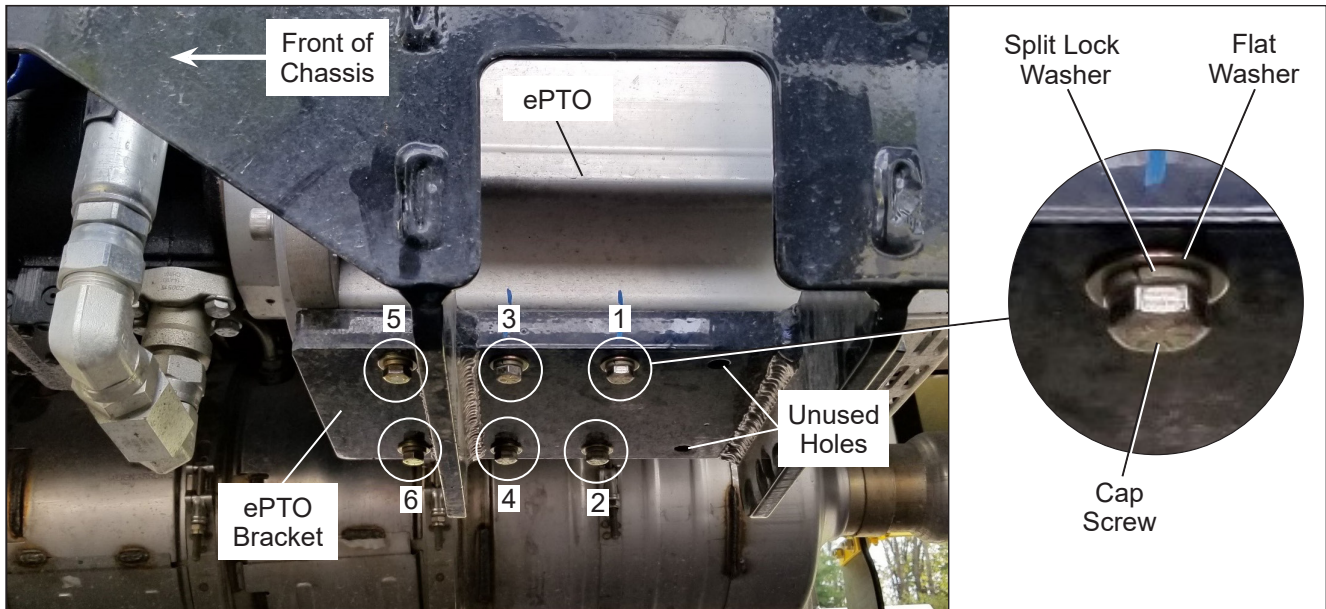
Phone: 1-877-GO ALTEC (1-877-462-5832) | Options: 1 - Parts; 2 - Shop Service; 3 - Mobile Service; 4 - Technical Support; 5 - Global Rental Service Request; 6 - Chassis Repair

Altec Use Only	
Inspection labor	0.25 hr
Repair labor	0.75 hr
Account #	010.0997.43151.000.0000.000
Travel	Not included
NHTSA code	98
Prime fail P/N	N/A
Doc ref	074900806

Altec Use Only			
Description	Part No.	Qty	Warranty
JEMS 18E20 ePTO mounting bracket hardware kit	991429880	1	Yes

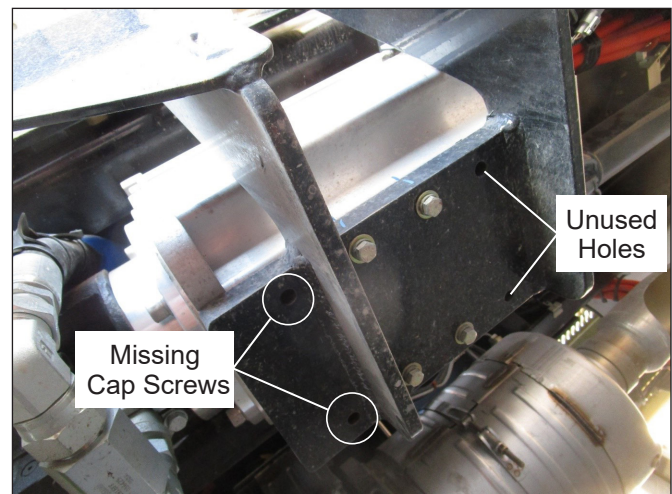
**Inspection Procedure:** Normal mechanic's hand tools and a calibrated, click-type torque wrench capable of 30 foot-pounds are required for this inspection. Read and understand all steps of the instructions before beginning the procedure.

1. Position the unit on a level surface. Apply the parking brake, and turn off the engine. Remove the key from the ignition, and secure it following your employer's vehicle lockout/tagout procedure. Chock the wheels.
2. Find the ePTO assembly under the chassis, located either toward the street side as shown in Figure 1 or toward the curb side.



**Figure 1 — Street Side Mounted ePTO Assembly**

2. Inspect the mounting hardware under the ePTO bracket (refer to Figure 1).
  - If all six cap screws are installed and each has a  $\frac{3}{8}$ " flat washer and a  $\frac{3}{8}$ " split lock washer as shown, proceed to step 3.
  - If there are any missing cap screw(s) (refer to Figure 2) and/or any missing washer(s), proceed to step 6.

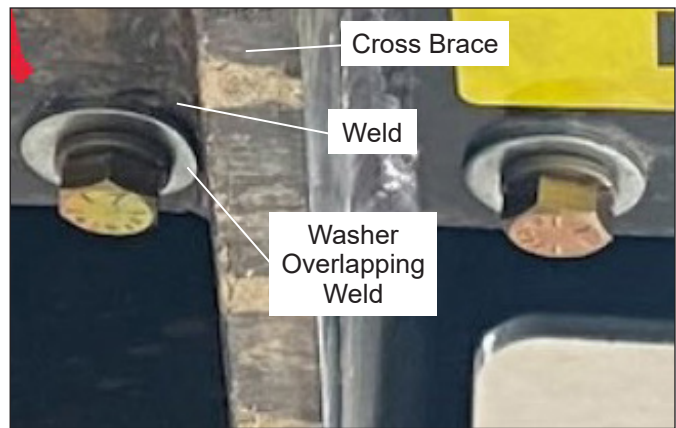


**Figure 2 — Inspecting for Missing Cap Screws**

3. Inspect the two flat washers in locations 5 and 6 near the weld in front of the forward cross brace on the mounting bracket (refer to Figures 1 and 3).

- If both  $\frac{3}{8}$ " flat washers are flat against the mounting plate and not contacting the adjacent weld, proceed to step 4.
- If either  $\frac{3}{8}$ " flat washer is overlapping the adjacent weld, proceed to step 6.

4. Torque the cap screws to 30 foot-pounds in a criss-cross pattern, in the sequence of cap screw number 1, 6, 3, 4, 5, 2 (refer to Figure 1).



**Figure 3 — Inspecting for Washer Contact with Weld**

5. Torque the cap screws to 30 foot-pounds in a circular pattern, in the sequence of cap screw number 1, 3, 5, 6, 4, 2 (refer to Figure 1).

6. Review the inspection results.

- If no cap screws or washers are missing and no flat washer(s) are contacting the weld, perform steps a and b below.
  - a. Put the unit back into service.
  - b. Complete the Inspection Sheet at the end of this notice, and return it to Altec.
- If all six cap screws are present but washer(s) are missing and/or flat washer(s) are overlapping the weld, perform steps a through c below.
  - a. Schedule the installation of the JEMS 18E20 ePTO Mounting Bracket Hardware Kit, part number 991429880, by either of the methods shown below, using the Altec Contact Information on page 1.
    - Contact Altec Service to schedule installation of this kit.
    - Contact Altec Parts to order this kit, and schedule for your own technician or your third party provider to install it.
  - b. Put the unit back into service while awaiting installation of the kit.
  - c. Do not complete the Inspection Sheet at the end of this notice. Completion of the SIL will be documented after the vehicle is repaired.
- If any cap screw(s) are missing, perform steps a through d below.
  - a. Take the unit out of service.
  - b. Schedule the installation of the JEMS 18E20 ePTO Mounting Bracket Hardware Kit, part number 991429880, by either of the methods shown below, using the Altec Contact Information on page 1.
    - Contact Altec Service to schedule installation of this kit.
    - Contact Altec Parts to order this kit, and schedule for your own technician or your third party provider to install it.
  - c. Put the unit back into service after the kit is installed.
  - d. Do not complete the Inspection Sheet at the end of this notice. Completion of the SIL will be documented after the vehicle is repaired.

# Inspection Sheet

Complete this form and submit it to Altec to document inspection completion.

Choose one of these options for submission.

- Online through the customer portal – Altec Connect\*  
Sign in or Register for an account at [connect.altec.com/login](http://connect.altec.com/login)
  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
- Mail to: Customer Outreach; PO Box 8338; Saint Joseph, MO 64508



Scan here to access Altec Connect.

Model	Altec Unit Serial Number	Date Inspected

Company Name: \_\_\_\_\_ Phone \_\_\_\_\_

Service Company Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Company Contact: \_\_\_\_\_

Company Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State/Province: \_\_\_\_\_

ZIP/Mailing Code: \_\_\_\_\_ Country: \_\_\_\_\_

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, submit a warranty claim through Altec Connect to be reimbursed for the cost of the parts and/or labor.

Contact Altec for more information or to schedule the work to be done by Altec.

Make copies of this form for additional units if needed.