



**This campaign applies to your vehicle. Refer to the provided list.**

Dear Altec Owner,

Altec Industries, Inc. has issued a **customer satisfaction campaign** 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-notification 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 continued satisfaction with Altec products.

Thank you for your immediate attention on this important matter.



## Parameter Update — Controls

**Units Affected:** Certain AH model units built from December 2020 to February 2025. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

**Background:** Altec has learned the single axis joystick controls on affected units may experience nuisance system error lights and parameter faults. This could lead to reduced functionality of interlocks. These joysticks are at the upper controls on AH75B/85B/100B units and at both the Upper and Ground controls on AH125A-S units.

**Customer Action:** Contact Altec to schedule an update within 180 days of receipt of this notice or at the next scheduled service interval. Completing this work will improve the functionality of the controls. Warranty for this repair expires July 25, 2027.

Subsequent damage due to failure to perform the required action(s) in the time period allowed will not be covered by warranty.

**Ask your service provider to check for any outstanding notices at your next appointment.**

**Requirements:** The repair is estimated to take 3 hours and 1 person to complete. This update must be completed by Altec using an AXIS Service Tool.

Altec Service technicians will need the below kit and individual part(s), by model, prior to going out to the unit. The individual controller quantities listed are recommended to have on-hand before inspecting the unit. It may not be required after the parameter update and unused parts can be returned.

Unit Model	Kit Part Number	Individual Controller	Instruction
AH75B/85B/100B	991866251	990329011 (qty 1)	074900968
AH125S-A	-	991165101 (qty 2)	074900968

**Completion and Warranty:** The update is covered under the Altec Warranty Policy until July 25, 2027 and must be performed by Altec. Altec will perform the work for free 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 Contact Info:

Phone: 1-877-GO ALTEC (1-877-462-5832) — Altec Connect Customer Portal: [altec.com/altec-connect/](https://altec.com/altec-connect/)

Altec Use Only	
Inspection labor	NA
Repair labor	3 hr (Service only)
Account #	010.0954.43156.000.9490.000
Travel	Not included
NHTSA code	90
Prime fail P/N	991165101, 990329011
Kit instructions	074900968

Altec Use Only			
Description	Part No.	Qty	Warranty
AH75B/85B/100B upper control update kit	991866251	1	Yes
AH75B/85B/100B individual controller	990329011	AR	Yes
AH125S-A individual controller	991165101	AR	Yes