



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.



Bolt Contacting Chassis U-Bolt Inspection

Units Affected: Certain AT37/41/48 units on small duty Ford and Dodge chassis, built from December 2017 to May 2025. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has discovered a portion of the affected units have the potential for the subbase mounting bolts to contact the chassis suspension components or SuperSpring®. This potential contact **is not an impact to the safety of this unit.**

Customer Action: Inspect the unit for contact between the subbase mounting bolts, the chassis suspension components, and/or the SuperSprings. Depending upon the results of the inspection, contact Altec to schedule the installation of these kits by Altec. Warranty for this repair expires September 15, 2028.

Requirements: Every affected unit that requires repairs to a suspension component will require a stability test for completion. This repair must be completed at an Altec Service Center that has the ability to perform a level surface and 5 degree slope stability test. The inspection is estimated to take 45 minutes and 1 person to complete. The repair is estimated to take up to 4.5 hours, including 1.5 hours for the required stability testing.

Completion and Warranty: The installation is covered under the Altec Warranty Policy until September 15, 2028. Altec will perform the work for free at an Altec facility. If the customer or the customer's warranty provider performs the inspection, a warranty claim must be submitted to be reimbursed for the cost of the parts and/or labor. Altec will allow up to \$67.50 for the labor to perform the inspection. Altec mobile technicians may not be able to complete this work at the customer location.

Altec Contact Info:

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

Altec Use Only	
Inspection labor	1.25 hr (Service); 0.75 hr (Other)
Repair labor	4.5 hr (Service); 0.0 hr (Other)
Account #	010.0XX7.43156.000.9626.000
Travel	Not included
NHTSA code	90
Prime fail P/N	NA
Kit instructions	992068373

Altec Use Only			
Description	Part No.	Qty	Warranty
Shear Plate Fastener Kit	992026995	1	Yes
Dodge Fuel/Brake Line Clearance Kit	992085985	1	Yes
Single SuperSpring for Ford Chassis	970402856	1	Yes
Single SuperSpring for Dodge Chassis	991555250	1	Yes
2" Bolt	991586209	1	Yes

Inspection Procedure

Required Tools

- Normal mechanic's hand tools

1. Read and understand all steps of the instructions before beginning the procedure. Wear appropriate personal protective equipment (PPE) following your employer's requirements.
2. 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 (LOTO) procedure. Chock the wheels.
3. Begin the inspection on the curb side of the chassis and complete all inspection steps on that side only. Do not inspect the street side at this time; a later step will direct you to return and repeat the entire inspection on the street side. Locate the shear plate above the rear axle suspension. Shear plates over the suspensions could be subbase shear plates or could be boom rest crossmember shear plates (refer to Figures 1 and 2).

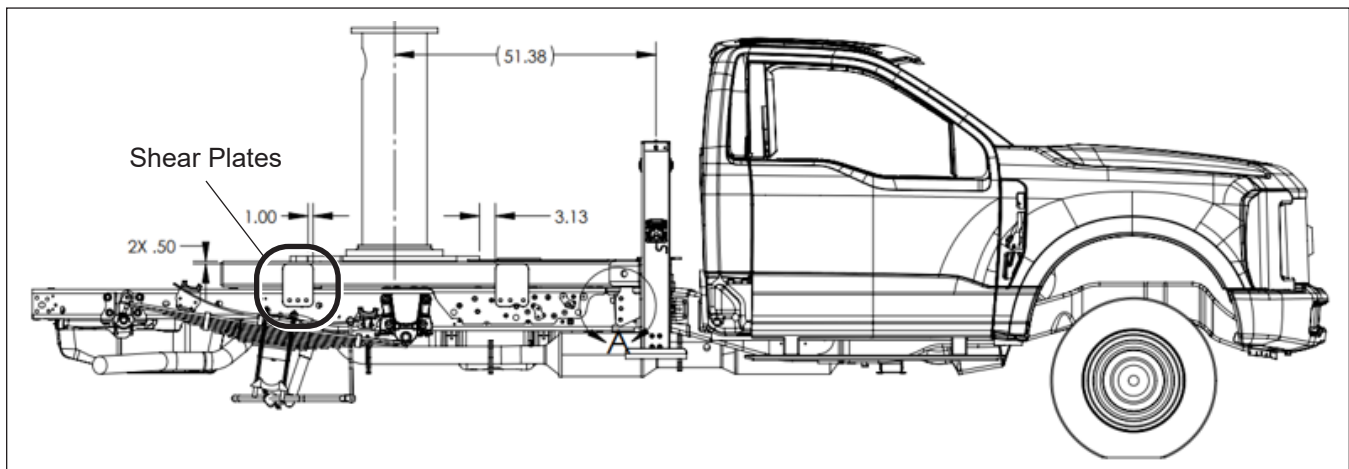


Figure 1 — Subbase Shear Plates

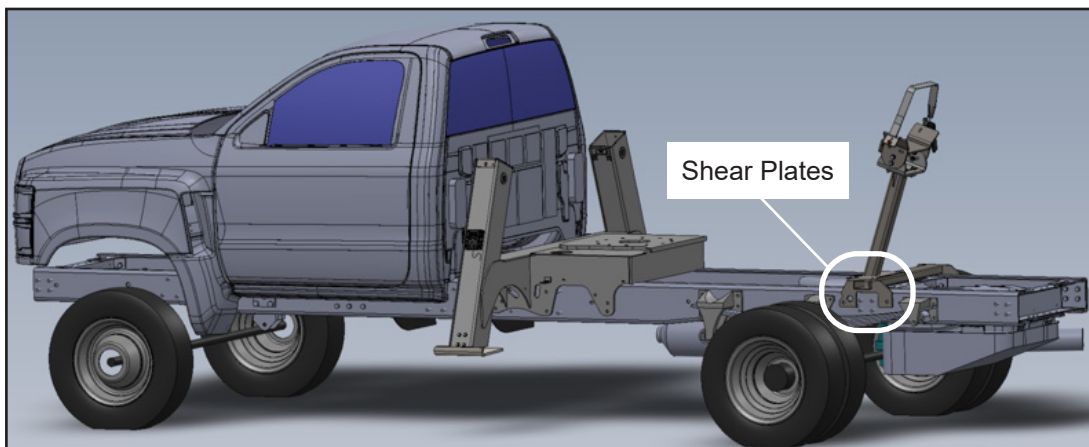


Figure 2 — Boom Rest Crossmember Shear Plates

4. Inspect the orientation of the bolts in the shear plate above the rear axle suspension (refer to Figures 3 and 4).
 - If all the shear plate bolts are installed with the heads on the outside of the frame rail, the clearance is adequate. Proceed to step 14.
 - If any of the bolts are installed with the heads on the inside, continue to the next step.



Figure 3 — Shear Plate Bolts with Heads Outside

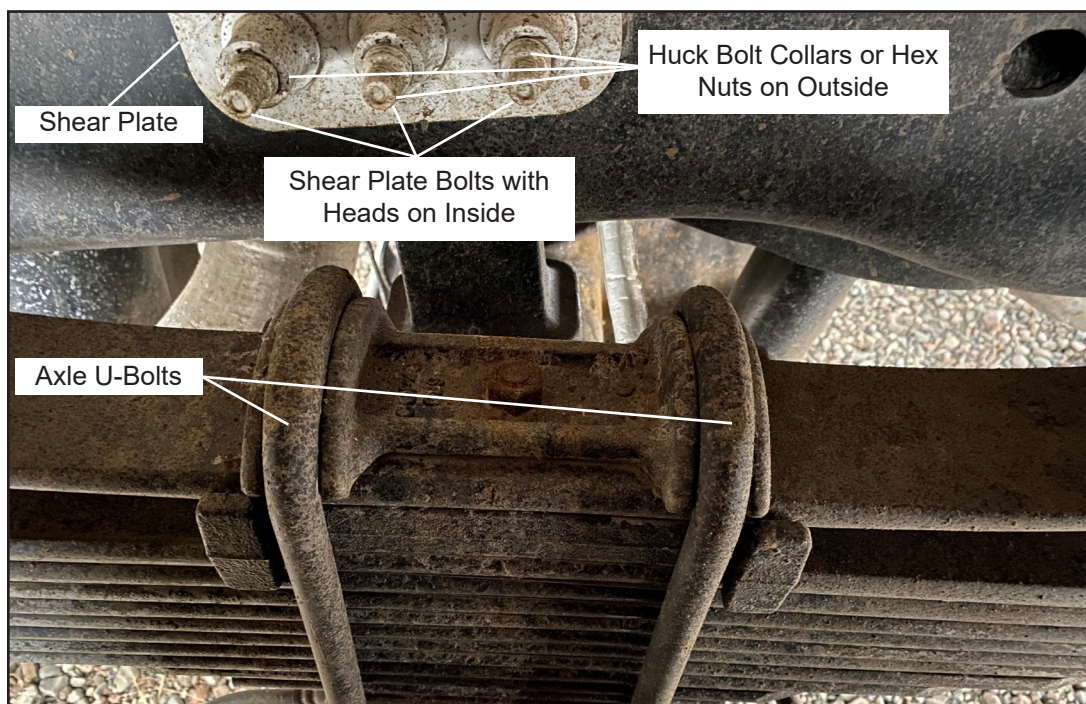


Figure 4 — Shear Plate Bolts with Heads Inside

Determining Adequate Horizontal Clearance

5. For each shear plate bolt with the head on the inside, use a flat edge to determine if there is horizontal clearance between the suspension components and the frame rail bolt so that if the suspension were to travel vertically, there would not be contact (refer to Figures 5 and 6).
 - a. Place the flat edge on the part of the fastener closest horizontally to the suspension components.
 - b. Move the flat edge directly and vertically down to the closest horizontal suspension component.

- c. Alternatively, place the flat edge on the suspension part that is closest horizontally to the frame rail and bolts, and move the edge directly up to the bolts.
- If the flat edge can move past the opposite horizontally-nearest component without touching, mark the clearance as adequate and proceed to step 14.
 - If the flat edge touches or cannot move past the opposite horizontally-nearest component for any tested bolt, continue to the next step.



Figure 5 — Adequate Clearance



Figure 6 — Inadequate Clearance

6. Determine if a SuperSpring® has been installed on the rear axle suspension. A SuperSpring has different appearances depending on the make of the chassis. Refer to Figures 7 and 8 for examples.
- If a SuperSpring has been installed, continue to step 7.
 - If a SuperSpring has not been installed, proceed to step 8.



Figure 7 — Dodge SuperSpring



Figure 8 — Ford SuperSpring

7. If a SuperSpring has been installed, check for damage to the SuperSpring and shear plate bolts (refer to Figures 9 to 11).

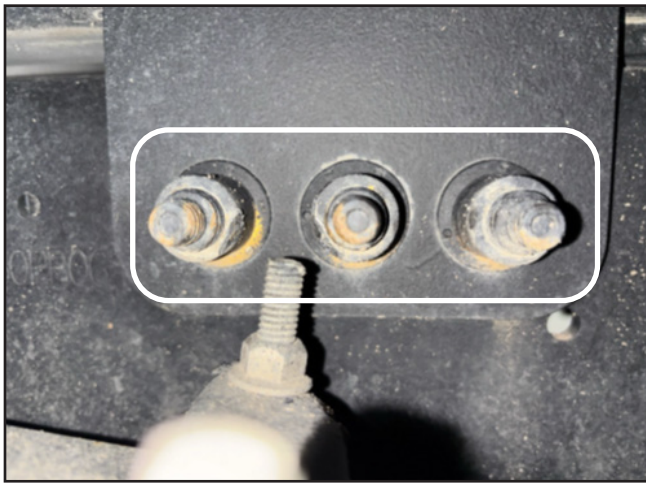
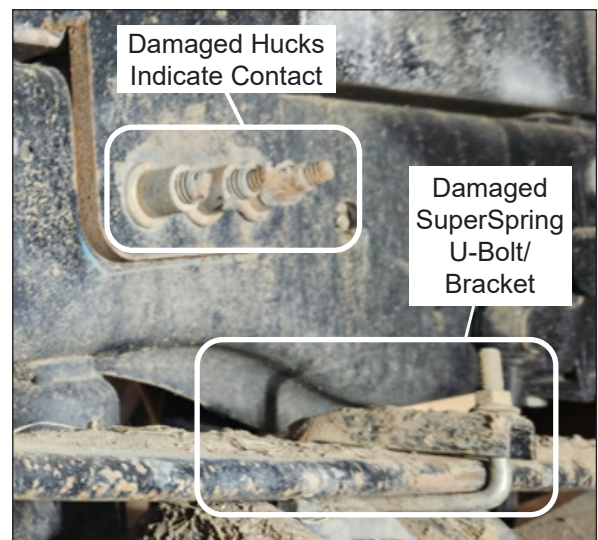


Figure 9 — Huck Bolt Damage



Figure 10 — Indents on Leaf from Bolt Contact

- a. To ensure that damage is visible, clean off any dirt or debris on the suspension components below the shear plate bolts using an appropriate method.
- b. Using a flashlight, look at the top of all the suspension components that could potentially contact a shear plate bolt end, collar, or hex nut.
- c. Inspect the suspension for damage due to contact with the shear plate bolt end, collar, or hex nut.
- d. Make note that the clearance is not adequate and repair will be needed. Bolts will need to be flipped and SuperSpring may need replaced depending on damage inspection. Proceed to step 14.



**Figure 11 —
Damaged Hucks and U-Bolt Bracket**

8. If a SuperSpring has not been installed:
 - If the vehicle is an AT48 unit, proceed to step 9.
 - If the unit is an AT37 or AT41, continue to step 10.
9. Inspect the location of the shear plate bolts versus the rear axle U-bolts.
 - a. If any of the shear plate bolts are located in the region directly above the top of either axle U-bolt (refer to Figure 12), continue to the next step.

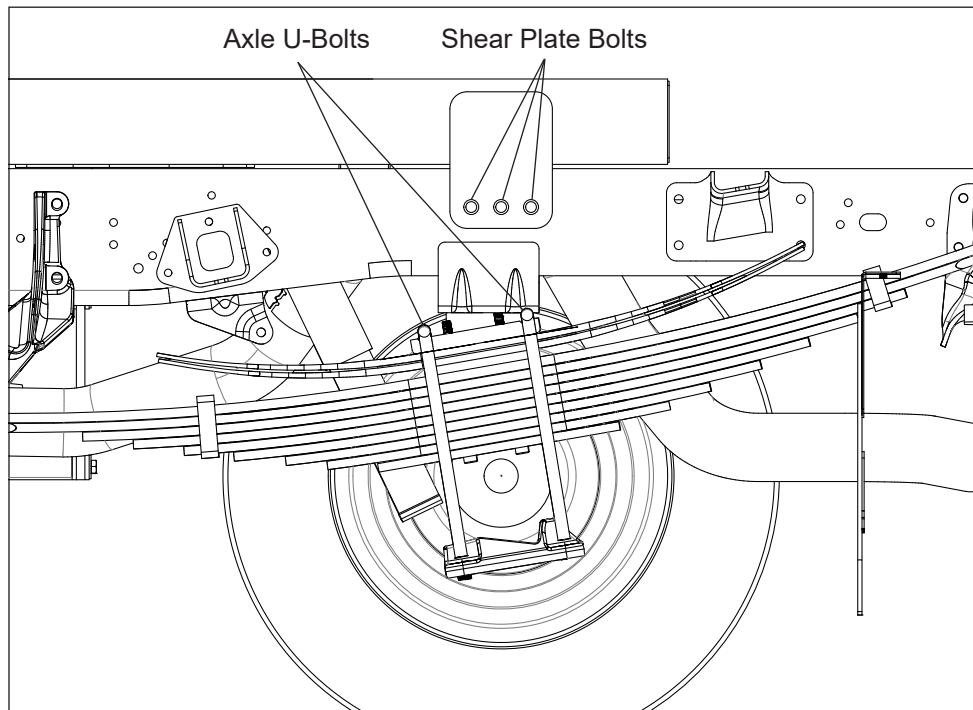


Figure 12 — Shear Plate Bolts Located Above Axle U-Bolts

- b. If the frontmost shear plate bolt is located with a horizontal spacing of 1" or more behind the back or rear of the rearmost axle U-bolt (refer to Figure 13), mark them as having adequate clearance. If there is less than 1", continue to the next step.
 - c. If the rearmost shear plate bolt is located with a horizontal spacing of 2" or more in front of the back or rear of the frontmost axle U-bolt (refer to Figure 14), mark them as having adequate clearance. If there is less than 2", continue to the next step.
 - If **all** of the bolts are found to have adequate clearance, proceed to step 14.
 - If **any** of the bolts are found to have inadequate clearance, continue to step 10.

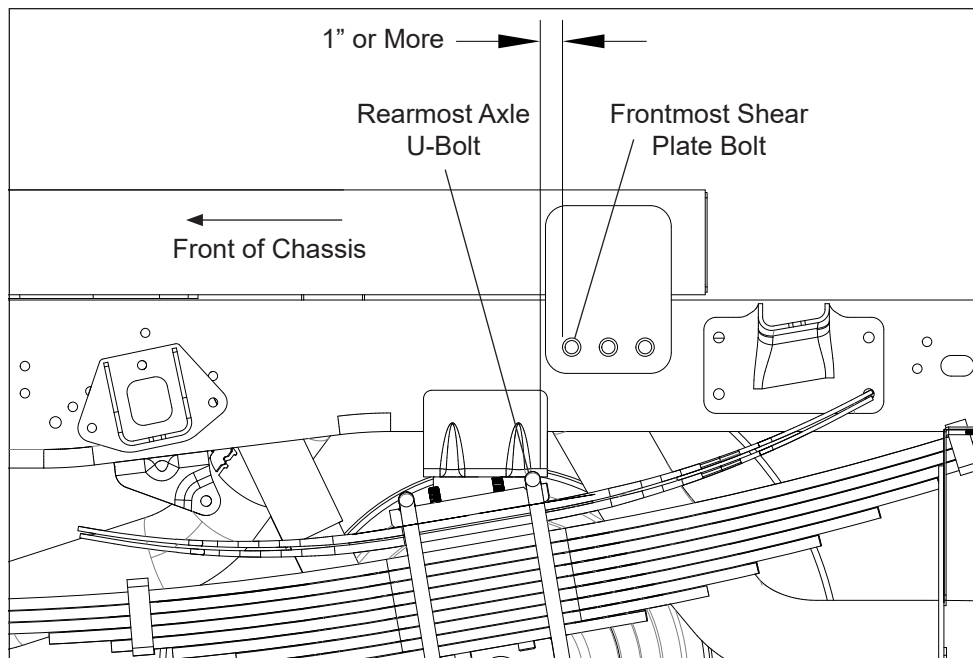


Figure 13 — Shear Plate Bolts Located Behind Axle U-Bolts

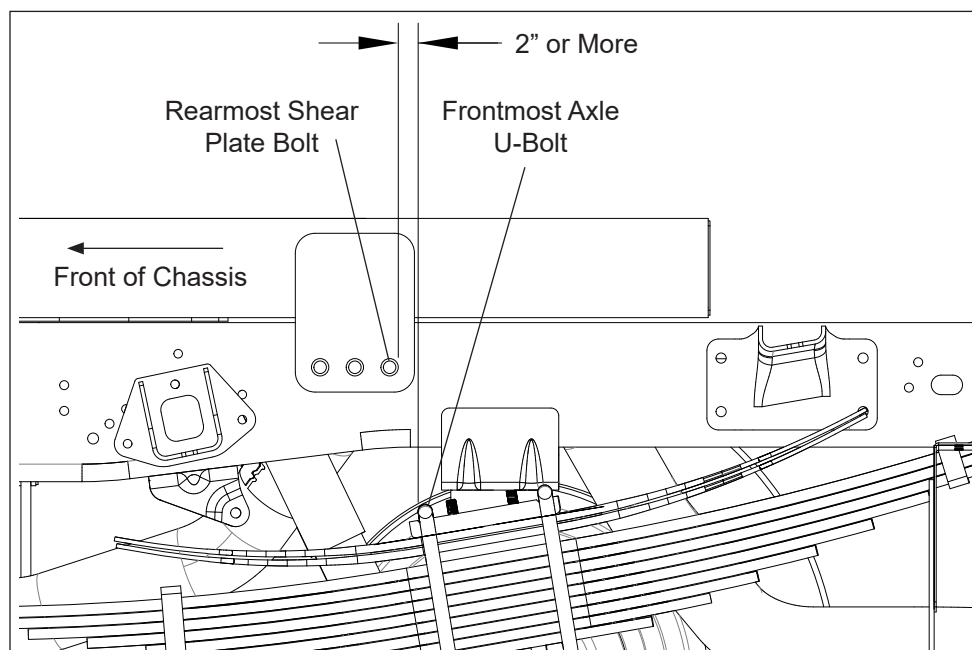


Figure 14 — Shear Plate Bolts Located in Front of Axle U-Bolt

10. Find the rear suspension bump stop located above the rear axle on the street side of the chassis (refer to Figures 15 and 16).



Figure 15 — Dodge Rear Suspension Bump Stop

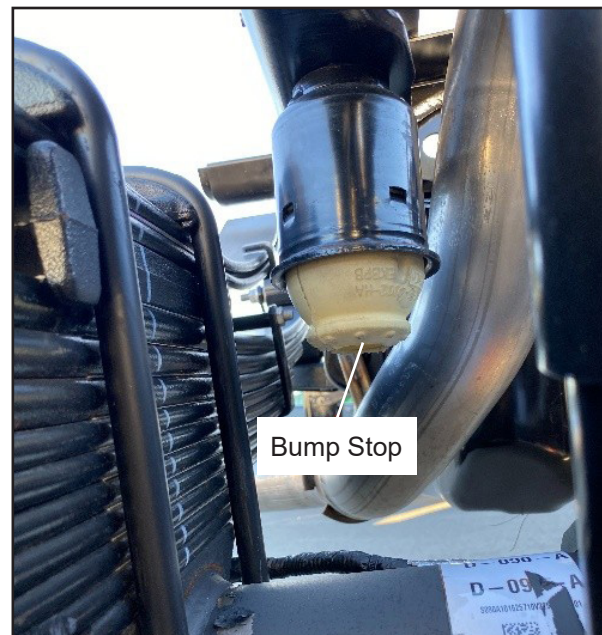


Figure 16 — Ford Rear Suspension Bump Stop

11. Calculate the suspension travel number by measuring the vertical distance from the top of the rear axle to the bottom of the bump stop on the street side of the chassis (refer to Figure 17). Enter this number in column A of the table in Figure 18 in the row of the chassis side currently being inspected.



Figure 17 — Ford or Dodge Measuring for Suspension Travel Number

Location	A Suspension Travel Number (Step)	B Contact Clearance Number (Step)	C Is B Greater Than A?	
			Yes	No
Street side				
Curb side				

Figure 18 — Measurement Results Table

12. Determine the contact clearance number by identifying the nearest part of the shear plate bolt (Huck bolt/collar or bolt/hex nut) located above the rear suspension that will make contact if the suspension goes through the full range of motion.
- Measure the vertical distance from the closest point of potential contact on the suspension to the bottom of the nearest part of the shear plate bolt (refer to Figure 19).
 - Subtract $\frac{1}{2}$ " from the measurement as a safety factor to determine the contact clearance number.
 - Enter this number in column B of the table in Figure 18 in the row of the chassis side currently being inspected.
 - For AT48 units, if any damage is observed on shear plate bolts, try to turn the bolt/huck bolt by hand. If the bolt rotates, then it has lost clamp load, and the unit must be taken out of service. If the bolts cannot rotate, continue to inspect bolts at each daily preoperational inspection. If clamp load is lost, the unit must be taken out of service.

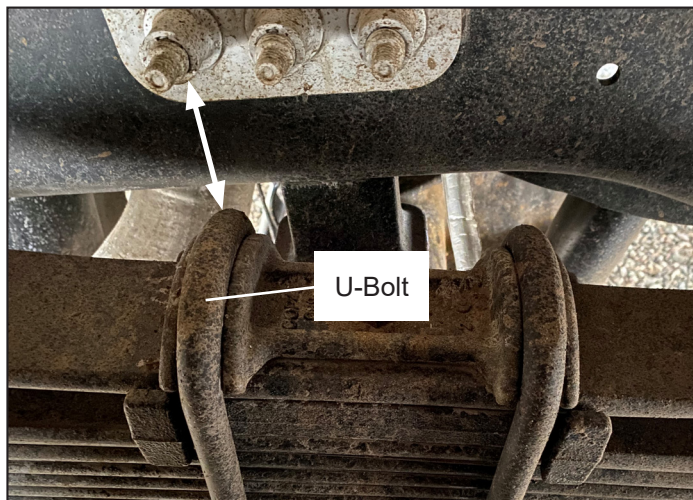


Figure 19 — Measuring for U-Bolt Clearance Number

13. Complete column C of the table in Figure 18. If the number in column B is larger than the number in column A, mark Yes. If the number in column B is less than or equal to the number in column A, mark No.
- If column C is marked Yes, the clearance is not adequate for the side(s) marked.
 - If column C is marked No for one side and the other is marked Yes, then only the side marked Yes will need the repair.

14. If only the curb side of the chassis has been inspected, return to step 3 and perform the inspection procedure for the street side of the chassis. If both curb side and street side inspections are complete, proceed to step 15.
15. Proceed based on the inspection results.
 - If the clearance on both sides is adequate, and **all** of the bolts are found to have adequate clearance, repair is not required. Proceed to step 16.
 - If there is inadequate clearance on either side, or if **any** of the bolts are found to have inadequate clearance proceed to step 17.
16. No repair is required.
 - a. Put the unit back into service.
 - b. Complete the Inspection Sheet at the end of this notice, and return it to Altec.
 - c. If the inspection was performed by Altec, mark this notice as complete on the Service Request.
 - d. Do not complete the remaining step in this notice.
17. Repair is required.
 - a. If damage is observed to chassis suspension components, including the SuperSpring assembly or the shear plate bolts, remove from service until repair can be completed. If damage is not observed, inspect at each daily preoperational inspection, making sure to remove the unit from service if damage is observed.
 - b. If the clearance is inadequate on either side of the chassis, order 1 Shear Plate Fastener Kit per side of the chassis with inadequate clearance. For Altec technicians, specify in the service report which side(s) have damage and/or inadequate clearance.
 - c. For AT48 units, if there is any damage to the shear plate bolts, attempt to twist the bolt by hand. If the bolt rotates, the bolts have lost clamp load and the unit should be taken out of service. If the bolt cannot rotate, schedule repair within 30 days and continue to inspect bolts at each daily pre-operational inspection for loss of clamp load.

Option	Part No.	Qty	Warranty
Shear Plate Fastener Kit	992026995	1 to 2	Yes
Dodge Fuel/Brake Line Clearance Kit	992085985	1	Yes
Single SuperSpring for Ford Chassis	970402856	1	Yes
Single SuperSpring for Dodge Chassis	991555250	1	Yes
2" Bolt	991586209	1	Yes

- d. If the unit is an AT37, order a 2" bolt per side of the chassis with inadequate clearance.
- e. If the unit is on a Dodge chassis, order a Dodge Fuel/Brake Line Clearance Kit.
- f. If the SuperSpring is damaged, use the chart to order the SuperSpring replacement kit for that side of the chassis.
- g. Contact Altec Service to arrange for the installation of repair kit(s).
- h. Do not complete the Inspection Sheet at the end of this notice. Completion of the notice will be documented after the vehicle is repaired.

INSPECTION SHEET

Complete this form and submit it to Altec to document a completed inspection that results in no repair or a repair that did not require a parts kit to complete.

Choose one of these options for submission.

- Scan the Product Safety QR code and complete the form.
- Complete, scan, and email this page to product.safety@altec.com
- Online through the customer portal – Altec Connect*

*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.



Product Safety



Altec Connect

Model	Altec Unit Serial Number	Date Inspected

Company Name _____ Phone _____

Service Company Name _____ Phone _____

Company Contact _____

Company Mailing Address _____

City _____ State/Province _____

ZIP/Mailing Code _____ Country _____

Signature _____

Submission of this form does not order parts or schedule service from Altec.

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.