



Customer Outreach
PO Box 8338
Saint Joseph, MO 64508

product.safety@altec.com
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-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 safety and continued satisfaction with Altec products.

Thank you for your immediate attention on this important matter.



Gas Engine Low Idle Setting Update

Units Affected: Certain AT35/37/40G and AT37/41/48 ME/PE aerial devices built from August 2020 to August 2021 on Ford F-450/F550/F-600 gas engine chassis equipped with a JEMS S/SE hybrid system. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that the engine on the affected units may not enter idle mitigation system (IMS) engine shutdown properly when the Jobsite Energy Management System (JEMS) is actuated at a cold ambient temperature with a cold engine block. When shutdown is attempted, the engine will stutter but will remain running. If this happens five times in a row, it will cause the JEMS service light to turn on and the JEMS to become inactive. To resolve this issue, the base idle setting for IMS shutdown must be updated by Altec.

Customer Action: Contact Altec to schedule the SIL 848 low idle setting update to be performed no later than the next preventive maintenance interval.

Requirements: This work is estimated to take 1/2 hour and one person to complete.

Completion and Warranty: The repair is covered under the Altec Warranty Policy and must be performed by Altec. Altec will perform the work for free at an Altec facility. The travel costs of an Altec Mobile Service technician are covered if the technician performs the work at the owner’s location.

Altec Contact Info:

Altec Connect: connect.altec.com/login



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

Table with 2 columns: Description, Value. Rows include Inspection labor (0.0 hr), Repair labor (0.5 hr), Account # (010.1088.43151.000.9211.000), Travel (Included), NHTSA code (N/A), Prime fail P/N (N/A), Doc ref (074900818).

Table with 4 columns: Description, Part No., Qty, Warranty. Row 1: N/A, N/A, N/A, N/A.