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November 29, 2017

Dear Altec Owner,

Altec Industries, Inc. has developed a product improvement which relates to certain DB37 units built between serial number 0115ET0846 (January 2015) and 0417ET1045 (April 2017).

Refer to SIL 669 for items covered under the warranty policy. Altec will supply necessary parts to correct this condition.

In order to determine if your unit is affected by SIL 669, compare the serial number of your unit with the list of affected units as described on the SIL. The product improvement can be performed by the customer or you may contact Altec at 1-877-GO-ALTEC (1-877-462-5832) for further assistance.

At any time, you may 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) so the records may be changed.

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.

# Service Information Letter

Date: November 29, 2017

Units Affected: DB37 units built between serial number 0115ET0846 (January 2015)  
and 0417ET1045 (April 2017)

## Slip Ring Modification

Altec is committed to providing our customers reliable products from initial delivery throughout the useful life of the unit.

Altec discovered that the slip ring used on the DB37 to provide electrical power above rotation on the affected units is missing an internal ground wire. The missing ground wire can cause reduced reliability or can cause the HOP system to be triggered when it is not supposed to be turned on.

Altec recommends that a ground wire be added to the slip ring no later than the next scheduled service interval. The instructions for the ground wire addition begins on Page 2.

This repair is covered under the Altec Warranty Policy and can be performed by Altec or the customer's warranty provider. Altec will allow up to \$90 for an inspection and the labor to perform this repair. A warranty claim must be submitted for the cost of the labor. Call 1-877-GO ALTEC (1-877-462-5832) to schedule the work to be done by an Altec service technician. Customers are responsible for the travel costs of an Altec Mobile Service technician if the technician performs the inspection or repair at the owner's location.

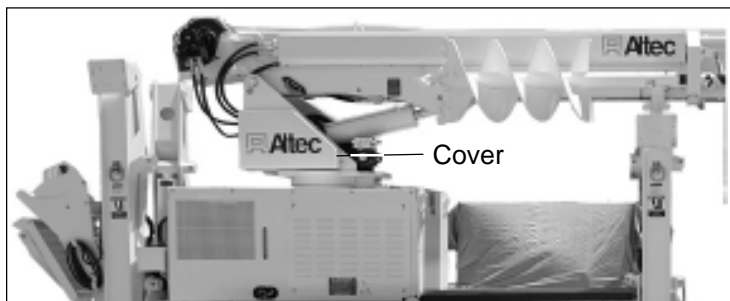
## Repair Instructions

Normal mechanics hand tools are required for the installation of this kit. Customers need to supply an approximately 20 inch long piece of 18 ga. wire (black color recommended, but any color will work), a ring terminal to fit the stud connection, and a heat shrink butt splice connector large enough to have two 18 gauge wires into one end. Read and understand all steps of the instructions before beginning the procedure

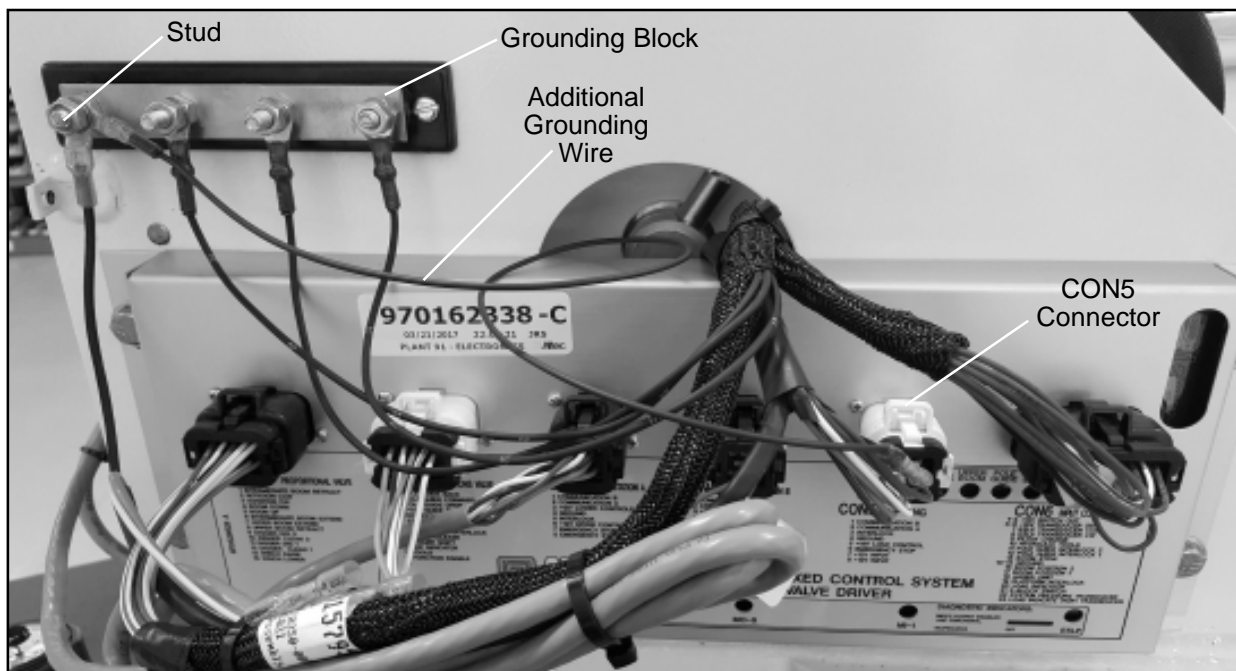
1. Position the unit on a level surface and engage the unit's hydraulic system. Properly set the outriggers.

2. Remove the curbside turntable cover from the unit (refer to Figure 1).

3. Locate the upper driver board on the side of the turntable (refer to Figure 2). Above and to the left of the driver board is the upper grounding block.



**Figure 1 — Cover Location**



**Figure 2 — Upper Driver Board Connections**

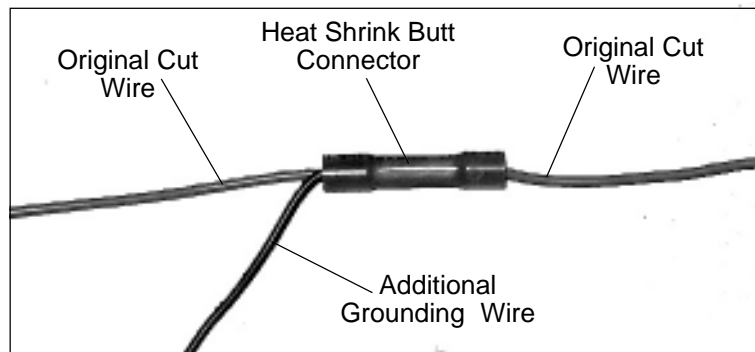
3. Remove the nut from the stud on the left end of the grounding block (refer to Figure 2).

4. Strip one end of the furnished 18 gauge wire and attach a ring terminal to that end of the wire that will fit the grounding block stud. Crimp the end of the terminal securely.

5. Attach the ring terminal to the grounding block stud. Reattach the nut and tighten securely.

6. Find the black wire in the wire harness at the CON5 connector. Cut the wire about 3 inches from the connector. Strip both ends of the cut wire.

- Strip the remaining end of the furnished 18 gauge wire. Place the stripped end of the wire and one end of the wire cut and stripped in Step 5 in one end of the heat shrink butt connector (refer to Figure 3). Crimp the end of the terminal securely.



**Figure 3 — Attaching Butt Connector**

- Place the remaining end of the black wire originally connected to CON5 into the remaining end of the butt connector. Crimp the end of the terminal securely. Seal the ends of the butt connector with a heat gun.
- Secure the additional ground wire to the harness with nylon wire ties, if necessary.
- Engage the unit's hydraulic system. Operate the unit functions checking for proper operation. Make any corrections necessary.
- Reinstall the turntable cover on the unit. Retract the outriggers and return the unit to service.