



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.

Outrigger/Tools Control Valve Inspection

Units Affected: AA755L and A-series aerial devices and DLB, DMB, and D2/3/4000B series digger derricks equipped with an electrohydraulic outrigger/tools control valve, built from September 2010 to May 2021. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that the electrohydraulic outrigger/tools control valve on affected units may have the potential to produce a very small amount of flow into the lower tools circuit when the outriggers and tools mode is engaged. This can cause slow unintended movement of a tool such as a pole puller cylinder that is connected to the tool circuit. A blanking plug must be installed to prevent this issue.

Customer Action: Inspect the outrigger/tools control valve using the Inspection Procedure beginning on page 2, or contact Altec to perform this inspection. If the inspection shows that repair is required, order and install the Closed Center Blanking Plug Kit, part number 991397987, or schedule the installation of the kit by Altec. Complete the inspection and repair no later than the next preventive maintenance interval or 120 days from the receipt of this SIL, whichever comes first.

Requirements: The inspection is estimated to take ½ hour and one person to complete. The repair is estimated to take one hour 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 \$45.00 for the labor to perform the inspection and up to \$90.00 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



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	0.5 hr
Repair labor	1.0 hr
Account #	010.0994.43151.000.9215.000
Travel	Not included
NHTSA code	N/A
Prime fail P/N	N/A
Doc ref	074900817

Altec Use Only			
Description	Part No.	Qty	Warranty
Closed center blanking plug kit	991397987	1	Yes

Inspection Procedure: Normal mechanic's hand tools and a flash light 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. Remove any cover(s) from the pedestal as required to see the outrigger/tools control valve mounted inside the pedestal.
3. Find the outrigger/tools control valve inside the pedestal (refer to Figure 1).

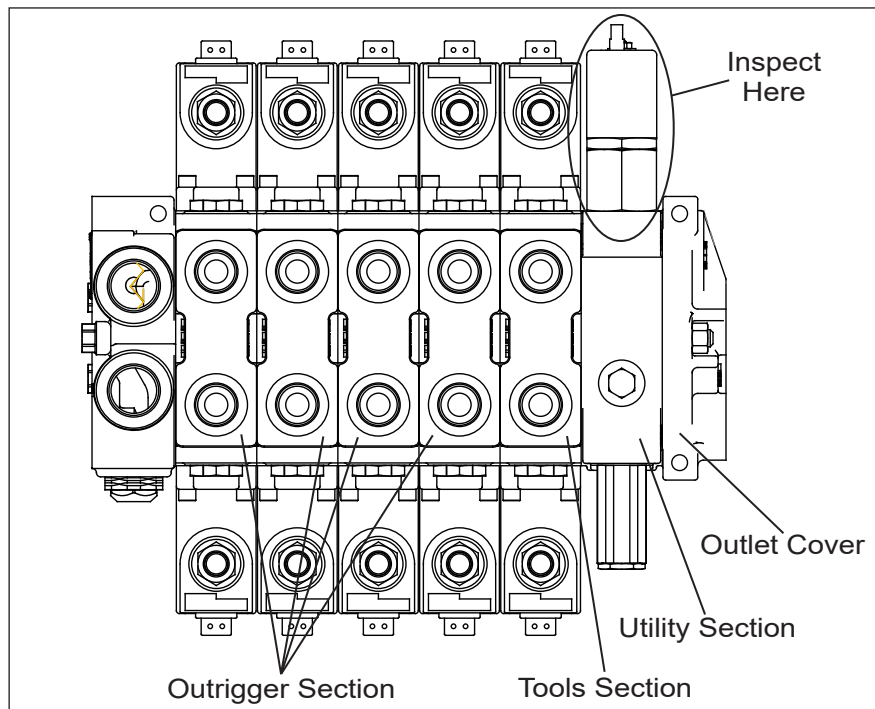


Figure 1 — Outrigger/Tools Control Valve

4. Inspect the side of the utility section on this valve, located between the tools section and the outlet cover as shown in Figure 1.
 - If a blanking plug (a flat plug that looks like a hex plug) is installed on the side of the utility section (refer to Figure 2), no repair is required. Perform steps a through c below.
 - a. Reinstall the pedestal cover(s).
 - b. Put the unit back into service.
 - c. Complete the Inspection Sheet at the end of this notice, and return it to Altec.
 - If a solenoid cartridge is installed on the side of the utility section (refer to Figure 3), the valve requires repair. Perform steps a through d below.
 - a. Schedule the installation of the Closed Center Blanking Plug Kit, part number 991397987, 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. Reinstall the pedestal cover(s).

- c. Put the unit back into service while awaiting installation of the kit.
- d. Do not complete the Inspection Sheet at the end of this notice. Completion of the SIL will be documented after the kit is received and installed.

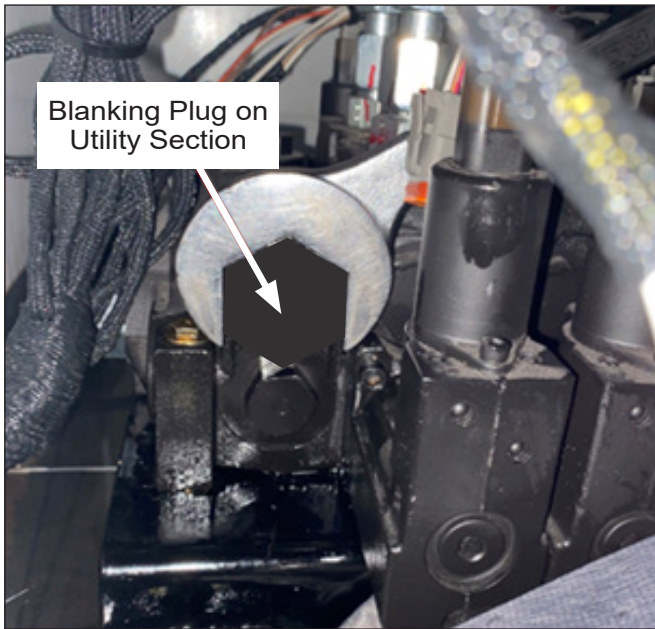


Figure 2 — Valve with Blanking Plug Installed



Figure 3 — Valve with Solenoid Cartridge Installed

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
 1. Select Equipment
 2. Select Altec Product Notices
 3. Select Report a Completed APN
- Scan and Email to 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.