



Customer Outreach  
PO Box 8338  
Saint Joseph, MO 64508

[product.safety@altec.com](mailto:product.safety@altec.com)  
[connect.altec.com/login](https://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.



## Hydraulic Ball Valve Shutoff Placard

**Units Affected:** Certain L42/45 M/P units built from February 2002 to November 2019. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

**Background:** Altec has learned that the hydraulic ball valve on the hydraulic reservoir return line may not get returned to the open position after being turned to the closed position for maintenance. If the upper boom drive system is articulated while the ball valve is in the closed position, both upper boom drive cylinders could retract simultaneously causing the lower boom to buckle.

**Customer Action:** Order and install the Hydraulic Shutoff Valve Placard Kit, part number 991591189 or 991606176, or schedule the installation of this kit by Altec. Verify the correct kit part number by looking up the part number on the cover of the unit's Operator's Manual and consulting the table below. The kit must be installed by the next preventative maintenance interval, or within 90 days of receipt of this notice, whichever comes first.

Each kit contains placards to update one set of unit manuals. If the unit has multiple sets of manuals, order as many kits as the unit has sets of manuals.

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

Operator's Manual Part No.	Order Kit Part No.
970122982 074920592	991591189
990203663	991606176

**Requirements:** Every affected unit requires the installation of the proper kit for completion. This work is estimated to take 5 to 10 minutes and 1 person to complete.

**Completion and Warranty:** The repair is 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 \$13.50 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 repair at the owner's location.

### Altec Contact Info:

Altec Connect: [connect.altec.com/login](https://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	0.0 hr
Repair labor	0.67 hr (Service), 0.15 hr (other)
Account #	010.1026.43156.000.9286.000
Travel	Not included
NHTSA code	90
Prime fail P/N	N/A
Doc ref	074900859

Altec Use Only			
Description	Part No.	Qty	Warranty
Hydraulic Ball Valve Shutoff Placard Kit	991591189 or 991606176	A/R	Yes