



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

**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 safety and continued satisfaction with Altec products.

Thank you for your immediate attention on this important matter.



## Hetronic Derrick Radio Remote Firmware

**Units Affected:** Certain digger derricks equipped with a Hetronic radio control system built from January 29, 2015 to December 3, 2020. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

**Background:** Altec has learned that some Hetronic derrick radio control systems have experienced frequent dropouts or would not connect to the receiver. When the remotes were tested, the radio firmware was found to be at fault. Hetronic has released a new firmware update for radios built beginning in January 2015 that can be flashed on to the radio by Altec Service Technicians.

If there are any other functional issues with the remote or receiver, a new radio and receiver need to be ordered for replacement. Any such replacement will not be covered under this SIL.

**Customer Action:** All affected units are at risk of experiencing connectivity issues. Contact Altec to schedule the SIL-3112 Hetronic Radio Firmware Update. Complete the repair no later than the next preventive maintenance interval. Warranty for this repair expires March 15, 2026.

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

**Requirements:** Every affected unit requires the new firmware to be re-flashed on to the radio. The repair is estimated to take 30 minutes and 1 person to complete. The repair kit, 991667809, can be used to update more than one unit.

**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. 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](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 (Service) 0.0 hr (Other)
Repair labor	1.0 hr (Service) 0.0 hr (Other)
Account #	010.xxxx.000.9341.000
Travel	Not included
NHTSA code	90
Prime fail P/N	970466197, 990034764, 990094949
Kit instructions	074900892

Altec Use Only			
Description	Part No.	Qty	Warranty
Parts Kit, Hetronic radio firmware update	991667809	1	Yes