

SB-10058082-4185



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July 1, 2015

Dear Altec Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act, and Canada Motor Vehicle Safety Act.

Altec Industries, Inc. has developed three product improvements which relate to DRM12 Chipper Units.

Refer to SIL 615 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 615, compare the serial number of your unit with the list of affected units as described on the SIL. The repair 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.

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.

Service Information Letter

Date: July 1, 2015

Units Affected: DRM12 Chippers (see attached list)

DRM12 Chipper Improvements

Altec is committed to providing our customers with safe and reliable products from initial delivery throughout the useful life of the machine.

Three improvements have been made on the DRM12 chipper units in production to help reliability and operation. Altec recommends that the improvements also be installed on chippers in the field. The improvements cover the following three areas:

1. **Discharge Chute Lock Pin** - The pin can bend during some road transport conditions causing the chute to lock in place. The locking pin assembly has to be removed to allow the discharge chute to be rotated if the pin is bent. A new design lock assembly is now being used to provide a more reliable chute lock.
2. **Lift Cylinder Solenoid Nut** - The original solenoid nut has been found to come loose on some units. If the nut loosens and comes off, the solenoid coil can become dislodged from the valve body causing the valve to become inoperative. If the nut is reinstalled and overtightened, the valve stem can be damaged. The new nut uses a patch lock material to maintain the integrity of the joint.
3. **Feed wheel motor mounting hardware** - The feed wheel motor is mounted to a bracket with four bolts. The flat washers used with the bolts sometimes are deformed. Over time, this can allow the joint to loosen causing damage to the fasteners. An increase in the fastener torque and use of an improved hardened washer prevents the distortion and loosening of the bolts.

Altec recommends that customers with the affected units order the DRM12 Chipper Improvement Kit, part number 970413464, by calling the Altec Tree Care Call Center (IFlyAltec) 1-877-435-9258.

The DRM12 Chipper Improvement Kit is covered under the Altec Warranty Policy. A warranty claim must be submitted to be reimbursed for the cost of the parts. The repair can be performed by Altec, the customer, or the customer's warranty provider. Altec does not allow labor reimbursement for this improvement. 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 labor and travel costs of an Altec Mobile Service technician if the technician performs the improvement at the owner's location.