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September 27, 2017

Dear Altec Owner,

Altec Industries, Inc. has developed a product improvement which relates to certain AT37-G and AT40-G units equipped with JEMS 4A and JEMS 4E4 Systems.

Refer to SIL 644 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 644, 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: September 27, 2017

Units Affected: AT37-G and AT40-G units equipped with
JEMS 4A and JEMS 4E4 Systems (see attached list)

HVAC System Improvement

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

Altec has found that the compressor for the HVAC system may have been overcharged upon installation which can possibly cause an electrical malfunction during use of the air conditioning system.

Altec requires the HVAC system be recharged by a certified HVAC service provider, There is also a fuse replacement that will be completed at the same time increasing the amperage rating for the system. **Order and receive the HVAC Fuse Kit, part number 990371915, before scheduling the HVAC repair.** Altec recommends customers contact a local automotive HVAC service provider to perform this improvement.

This repair is covered under the Altec Warranty Policy and can be performed by the customer's warranty provider. Altec will compensate customers for the parts and labor to perform this repair. A warranty claim must be submitted for compensation. Call 1-877-GO ALTEC (1-877-462-5832) and choose prompt 4 to speak with Technical Support.