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November 29, 2017

Dear Altec Owner,

Altec Industries, Inc. has developed a product improvement which relates to certain DH45H, DH50H, DH45B, and DH50B units in specific serial number ranges listed on the SIL.

Refer to SIL 665 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 665, 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.



Altec Industries, Inc.  
Midwest Division  
St. Joseph, MO

SIL 665

# Service Information Letter

Date: November 29, 2017

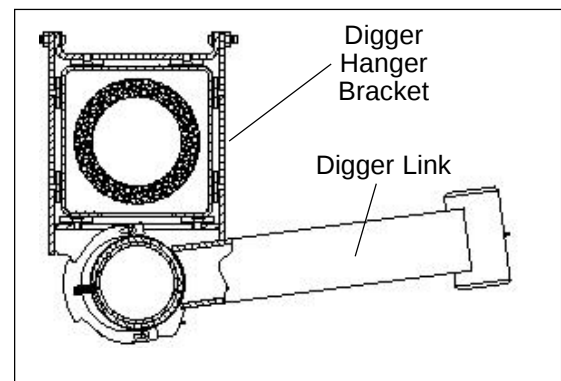
Units Affected: DH45H, DH48H, and DH50H units built between serial numbers 1114GE0102 (November 2014) and 0617GE0176 (June 2017), and DH45B, DH48B, and DH50B units built between serial numbers 0316GN0101 (March 2016) and 0617GN0133 (June 2017)

## Digger Hanger Bracket 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 affected units have the potential for the digger hanger bracket to bind on the intermediate boom when it is being extended while the digger is stowed (refer to Figure 1). If the digger hanger bracket binds there may be damage to the digger link, hold back latch, feeder tubes, or auger stow bracket.

Altec has designed an improved hold back latch and an additional set of slide pads to install on the hanger bracket in production. This improvement eliminates excessive movement between the intermediate boom and hanger bracket.



**Figure 1 — Digger Hanger**

Two kits have been developed for units in the field to add the improvements. Use the Inspection Instructions beginning on Page 2 of this SIL to determine if the unit may need one or both of the kits. Call 1-877-GO ALTEC (1-877-462-5832) to order the kits.

|           |                        |
|-----------|------------------------|
| 990457052 | Hold Back Latch Kit    |
| 990457053 | Slide Pad and Shim Kit |

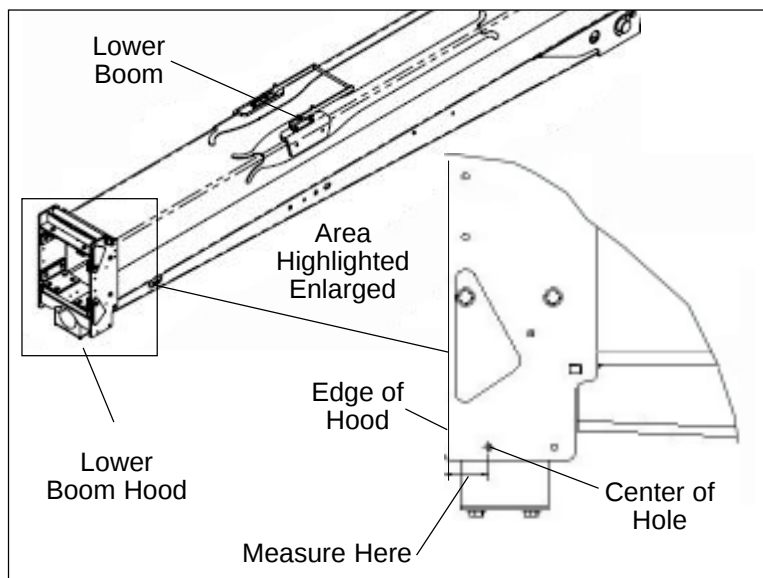
This improvement is covered under the Altec Warranty Policy and can be performed by Altec or the customer's warranty provider. Altec will allow up to \$180 for an inspection and the labor to perform this improvement. A warranty claim must be submitted for the cost of the parts and labor. Call 1-877-GO ALTEC (1-877-462-5832) to schedule the work to be done by an Altec service technician. Customers are responsible for the travel costs of an Altec Mobile Service technician if the technician performs the inspection or repair at the owner's location.

## Inspection Instructions

1. Position the unit on a level surface, apply the parking brake and chock the wheels. Engage the unit's hydraulic system. Properly set the outriggers. Rotate and lower the boom to a position to allow inspection of the holdback latch and the digger hanger bracket. Disengage the unit's hydraulic system.

### Digger Hold Back Latch Kit Inspection

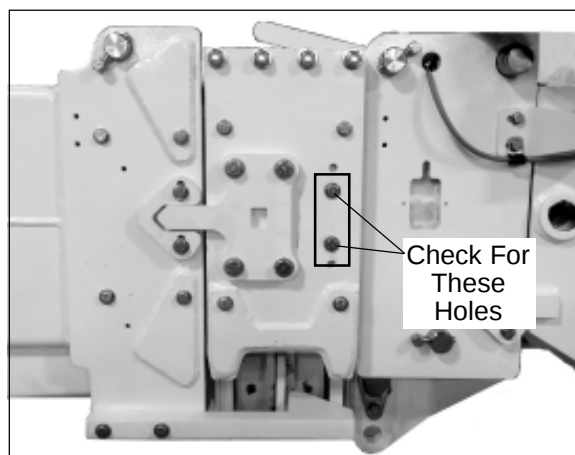
2. To determine if a new digger hold back latch is needed, measure from the front of the lower boom hood back towards the turntable to the first mounting hole for the digger hold back latch (refer to Figure 2).
3. If measurement to the center of the first hole is  $2\frac{1}{16}$ ", no action is needed. Proceed to Step 5.
4. If measurement to the center of the first hole is  $1\frac{3}{4}$ ", order kit part number 990457052.



**Figure 2 — Measure Boom Hood**

### Digger Hanger Bracket Slide Pad Kit Inspection

5. Look at the digger hanger bracket assembly to check for two  $\frac{13}{32}$ " diameter holes spaced  $2\frac{3}{4}$ " apart located on each side of the bracket (refer to Figure 3). Decide on the action needed from the list below.
  - If the holes are present and have a bolt in each hole to retain a slide pad, no action is needed.
  - If the holes are present and do not have a bolt in them, order kit 990457053.
  - If the holes are not drilled in the sides of the hanger bracket, order kit 990457053.



**Figure 3 — Checking For Holes**

6. After the inspection is completed, engage the unit's hydraulic system. Stow the boom and retract the outriggers. Disengage the unit's hydraulic system and return the unit to service.