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June 21, 2018

Dear Altec Owner,

Altec Industries, Inc. has developed a product improvement which relates to certain DC1317 and DRM12 Chipper units equipped with a Kubota 3.8L gasoline engine.

Refer to SIL 681 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 681, compare the serial number of your unit with the list of affected units attached to 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: June 21, 2018

Units Affected: DC1317 and DRM12 Chipper units equipped with a
Kubota 3.8L gasoline engine (see attached list)

Kubota Engine Enclosure

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

The Kubota gasoline engine used on these chippers has an engine enclosure and exhaust system that is supplied by the engine manufacturer. The top of the original engine enclosure is flat allowing wood chips and other debris to settle and sometimes build up near the muffler. Under certain circumstances the debris can ignite and damage painted surfaces.

Altec and the supplier have developed a new enclosure kit that changes several sheet metal panels, exhaust cover, and exhaust piping. Installing the kit should eliminate the conditions for debris buildup. Altec recommends that all affected chippers have the Enclosure Update Kit installed no later than 90 days after receipt of this SIL. Three kits are available to coordinate with the initial color of the chipper.

990594614	White Enclosure Update Kit
970747087	Yellow Enclosure Update Kit
970747088	Orange Enclosure Update Kit

Order the correct color kit by calling 1-877-GO ALTEC (1-877-462-5832) and select the Prompt 1, Parts.

This 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 repair for free. If the customer, or the customer's warranty provider performs the repair, a warranty claim must be submitted to be reimbursed for the cost of the parts and/or labor. Altec will allow up to \$180 for the labor to perform this repair. There is no warranty reimbursement for the inspection. 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.