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March 11, 2019

Dear Altec Owner,

Altec Industries, Inc. has developed a product improvement which relates to certain TS40-PT, TS336-BW Cable Placers units.

Refer to SIL 712 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 712, 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

March 11, 2019

Units Affected: TS40-PT, TS336-BW Cable Placers (see attached list)

## Arbor Bar Locking Pin Replacement

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

Some customers have reported the failure of the arbor bar locking pin handle during operation (refer to Figure 1). If the locking pin handle fails during operation, the arbor bar and reel will be very difficult to remove from the unit. Altec has developed an improved design for the handle for current production. A kit has been developed to provide the improved handle for units in the field. Unit owners can order the Arbor Bar Locking Pin Kit, part number 990757293, by calling 1-877-GO ALTEC (1-877-462-5832).

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 at an Altec facility. 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 \$90 for the labor to perform this repair. 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 repair at the owner's location.

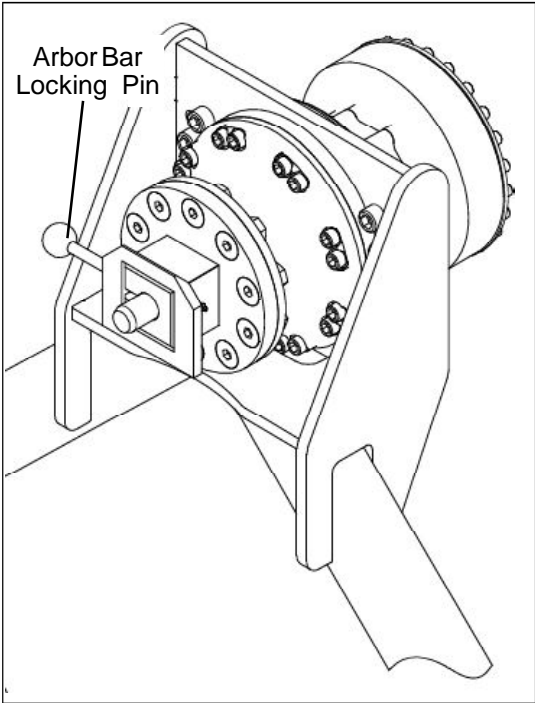


Figure 1 — Arbor Bar Locking Pin