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March 18, 2019

Dear Altec Owner,

Altec Industries, Inc. has developed a product improvement which relates to certain DB41B and DR41B Units.

Refer to SIL 714 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 714, 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

March 18, 2019

Units Affected: DB41B and DR41B Units (see attached list)

Boom Spacer Plate Inspection

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

Eight bolts attach the metal base to the fiberglass upper boom. These bolts are required to be checked for tightness in the 500 Engine Hours/6 Months section of the Preventive Maintenance and Inspection Checklist. Four spacer plates are installed on the inside of the base end of the upper boom to hold nuts for these bolts during the manufacturing process of the unit. The plates allow the bolts to be tightened from the outside without being able to access the inside of the boom. The spacer plates may have not been installed on the inside of the base end weldment of the upper boom on some units. If the plates are not in place, the bolts may loosen over time and can not be properly checked for tightness during an inspection.

Altec requires the affected units to be inspected for the installation of the spacer plates. Customers can perform this inspection using the procedure beginning on Page 2. The inspection should be completed no later than the next 500 Engine Hours/6 Months Preventive Inspection. If the spacer plates are not installed, Altec will install the necessary parts.

This repair is covered under the Altec Warranty Policy and will be performed by Altec. Altec will perform the repair for free at an Altec facility. 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 Process

Normal mechanic's hand tools and an accurate 1/2" drive click-type manual torque wrench are required for the inspection. Read and understand all steps of the instructions before beginning the procedure.

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.
2. Raise the boom from the rest and rotate to position the boom over the side of the unit. Lower the boom towards the ground.
3. Extend the upper boom out fully. Disengage the unit's hydraulic system.
4. Set the torque wrench to 55 ft-lb and check each of the eight bolts at the base end of the upper boom (refer to Figure 1).

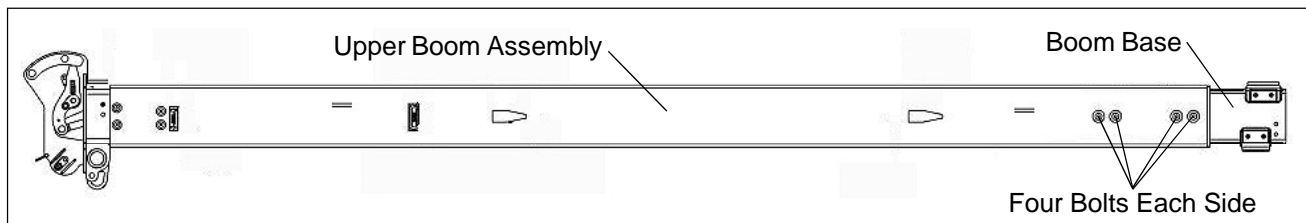


Figure 1 — Boom Base End Bolt Location

5. If the bolts are tight or can be tightened to 55 ft-lb, the plates are in place and the unit passes inspection.
6. If the bolts can not be tightened to 55 ft-lb, the plates are not in place. Contact Altec Technical Support by calling 1-877-GO ALTEC (1-877-462-5832), prompt 4, to arrange for the unit to be repaired no later than the next 500 Engine Hour/6 Month Periodic Maintenance Inspection. The unit can continue to be operated until the repair is completed.
7. After the inspection is completed, engage the unit's hydraulic system and retract the boom.
8. Stow the bom. Retract the outriggers, disengage the unit's hydraulic system, and return the unit to service.