



210 Inverness Center Drive
Birmingham, AL 35242

Telephone: 205-991-7733
Facsimile: 205-991-9993
www.altec.com

August 26, 2019

Dear Altec Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act, and Canada Motor Vehicle Safety Act.

Altec Industries, Inc. has developed a product improvement which relates to certain chippers equipped with Kubota WG3800 Gas Engines.

Refer to PUN2019A for parts, labor and travel covered under the warranty policy. Altec will supply necessary parts to correct this condition.

In order to determine if your unit is affected by PUN2019A, compare the serial number of your unit with the list of affected units as described on the PUN. The update can be performed by the customer or you may contact Altec at 1-877-GO-ALTEC (1-877-462-5832) for further assistance.

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.

If you have leased this equipment to another person or company, you are required by Federal Law to forward a copy of this notice to the lessee by first class mail within ten (10) days of the receipt of this notice.

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.

Product Update Notice

August 26, 2019

Units Affected: Chippers equipped with Kubota WG3800 Gas Engines (see attached lists)

Low Oil Pressure Shut Off

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

Some customers have reported that the affected engines shut down when first starting in cold weather conditions below +5 degrees Fahrenheit. Investigation found that in cold weather the engine did not build up enough oil pressure to actuate a low pressure oil switch shutting off the engine.

The engine supplier has changed the programming on the new engines to allow the engine to properly build up oil pressure allowing it to continue running in cold conditions. They have developed a kit to install an electronic timer on the engine allowing the oil pressure to build up on units in the field. Customers can install this kit on units operating in cold conditions.

Order the Oil Bypass Timer Kit, part number 990890381, by calling 1-877-GO ALTEC (1-877-462-5832).

This cost of the kit is covered under the Altec Warranty Policy. Customers must pay for the shipping/handling and any repair labor costs.

Call 1-877-GO-ALTEC 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.