



210 Inverness Center Parkway
Birmingham, AL 35242

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

This notice applies to your vehicle. See SIL for specific unit identification.

April 15, 2020

Dear Altec Owner,

Altec Industries, Inc. has developed a product improvement which relates to certain AT37-G, AT40-G, AT40M, AT41M, and AT41ME units on Dodge diesel chassis equipped with JEMS systems, built from January 2018 to June 2019.

Refer to SIL 742 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 742, 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.
 Elizabethtown Operations
 Elizabethtown, KY

SIL 742

Service Information Letter

April 15, 2020

Units Affected: AT37-G, AT40-G, AT40M, AT41M, and AT41ME units on Dodge diesel chassis equipped with JEMS systems, built from January 2018 to June 2019 (see attached list)

Air Conditioning Line Inspection

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

Altec has discovered that the routing of the air conditioning lines on some units causes the hoses or fittings to interfere with other components in the engine compartment. This can result in hose or fitting damage which can lead to air conditioning system failure.

Altec recommends an inspection of the air conditioning lines on each unit no later than the next regular maintenance interval or 90 days after the receipt of this SIL, whichever comes first. Use the Inspection Procedure beginning on page 2. Use the Decision Chart on page 4 to assist in the required action and the needed skill level of the technician. A technician certified in the repair of the air conditioning system (EPA-approved program that meets Section 609 regulations from the Clean Air Act Amendments of 1990) and the proper service equipment is required for the installation of the air conditioning repair kits.

This inspection and repair are 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 inspection, the parts and/or labor. Altec will allow up to \$90 for the labor to perform the inspection and a maximum of \$720 to complete 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 travel costs of an Altec Mobile Service technician if the technician performs the inspection or repair at the owner's location. If evacuation of the air conditioning lines is required, the unit must go to a properly equipped shop for repair.

Altec Use Only	
Inspection labor	1.0 hr
Repair labor	2.0 hr for fitting adjustment
Repair labor	6.0 hr for fitting replacement
Account #	010.0788.52362.733.0000.000
Travel	Not Included
NHTSA code	06
Prime fail P/N	n/a
Doc ref	074900712

Parts Kit	Part Number	Qty	Warranty
AC Connection Repair Kit	990877593	1	Yes
AC Repair and Routing Kit	991071498	1	Yes

Inspection Procedure

Normal mechanics' hand tools are required for the inspection. Only certified technicians can perform repairs on the air conditioning system if the system requires service. Read and understand all steps of the instructions beginning the procedure.

1. Position the unit on a level surface, apply the parking brake and chock the wheels.
2. Remove the seven cap screws holding the bottom of the black plastic fenderette (mud guard) (refer to Figure 1) on the curb side wheel well.
3. Remove the two cap screws on the upper part of the curb side wheel well guard towards the engine.
4. Use a push pin pliers or a flathead screwdriver to remove the plastic push pins in the wheel well guard.
5. Remove the fenderette by gently pulling it down and away from the chassis.
6. Gently pull the wheel well guard down and away from the chassis to remove it.

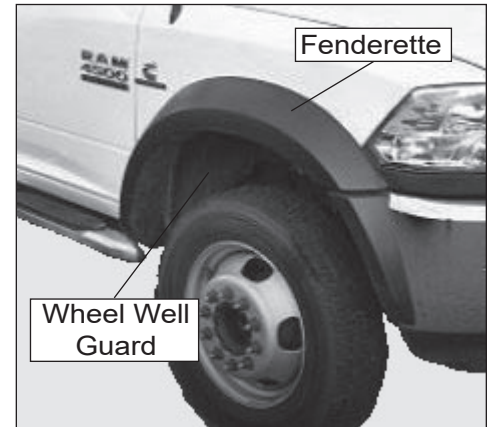


Figure 1 — Wheel Well Components

7. Inspect the condition and routing of the air conditioning hoses along the curb side of the chassis (refer to Figure 2).
8. Look for interference and damage to the hoses and fittings where the air conditioner hoses are close to other chassis components (refer to Figures 3, 4 and 5). Use the Decision Chart on page 4 to assist in determining what action is required.
 - If there is evidence of hose interference, order the AC Repair and Routing Kit, part number 991071498. Reroute and protect the air conditioner hose(s) to eliminate the interference, if possible. Hold them in position using cable ties.
 - If there is evidence of air conditioner hose interference that requires the loosening of hose fitting(s) to move the air conditioner hoses, order the AC Repair and Routing Kit, part number 991071498.
 - If there is evidence of air conditioner hose or fitting damage that requires the loosening of fitting(s) to replace air conditioner hoses, order AC Connection Repair Kit, part number 990877593 and the AC Repair and Routing Kit, part number 991071498.

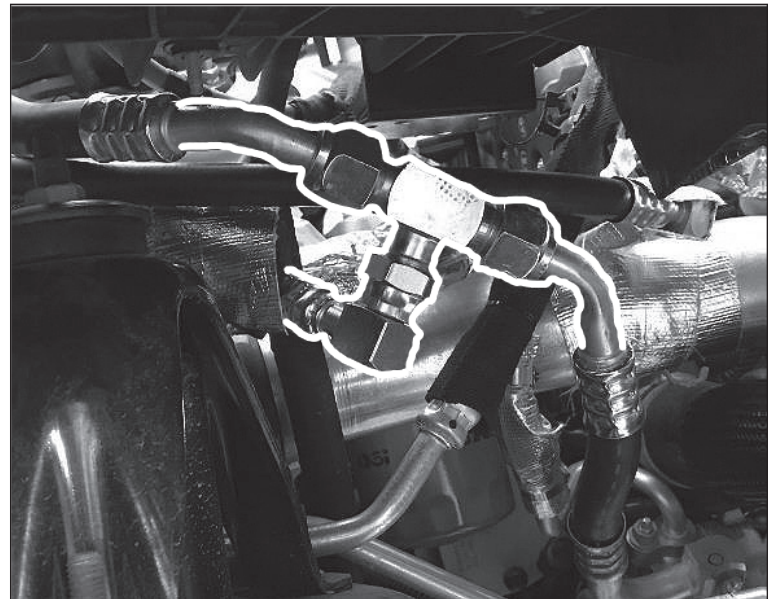


Figure 2 — Air Conditioning Hoses and Tubing (outlined in white)

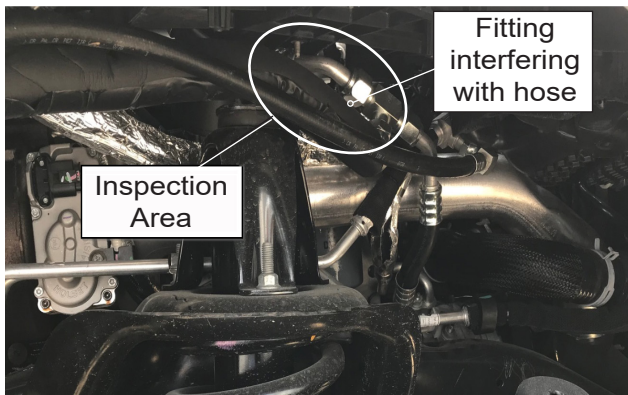


Figure 2 — Possible Interference

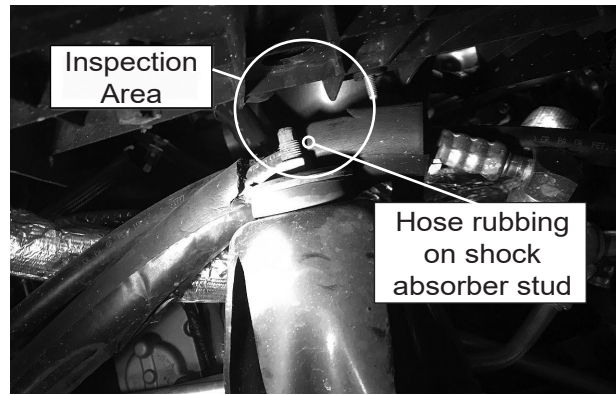


Figure 3 — Possible Hose Damage

9. After determining the required action after the inspection, reinstall the curb side wheel well guard and fenderette.
10. Complete the inspection sheet at the end of the SIL showing the completion of the inspection and return it to Altec.
11. Return the unit to service.

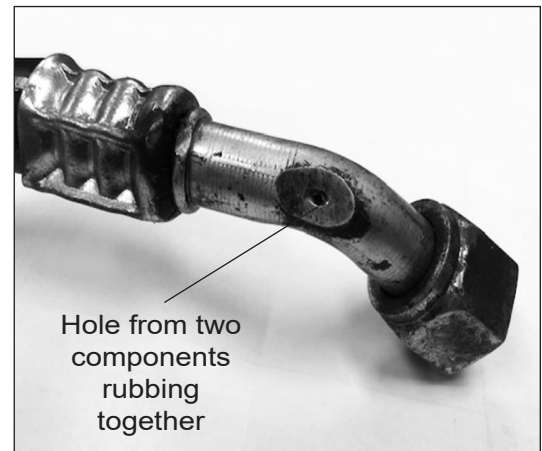
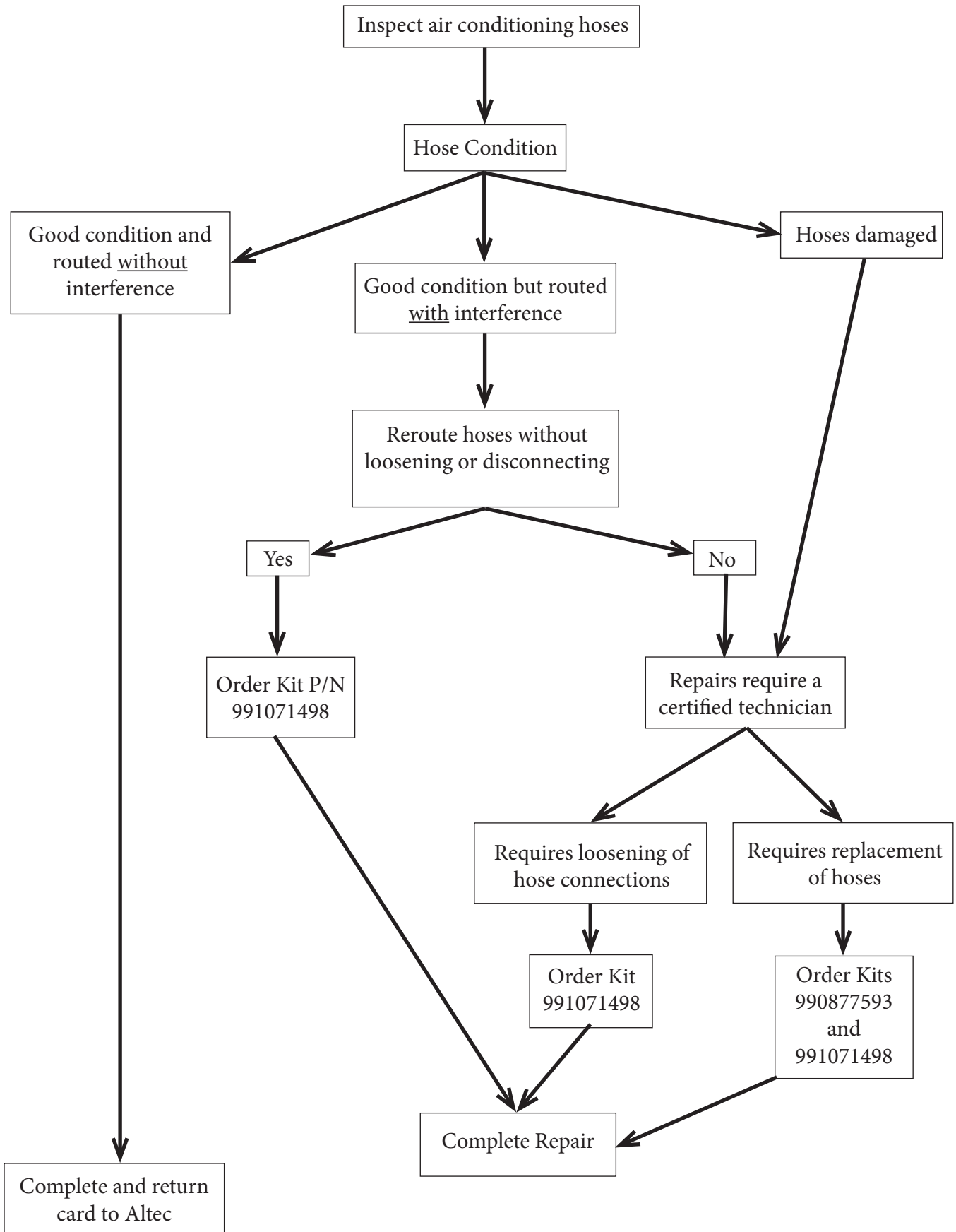


Figure 4 — Damaged Hose

SIL 742 Decision Chart



SIL 742 Inspection Sheet

Complete this form and return to Altec to document inspection completion.

Choose one of these options.

- Online through the customer portal – Altec Connect*
Sign in or Register for an account at www.altec.com/altec-connect/
 1. Select Equipment
 2. Select Altec Product Notices
 3. Select Report a Completed APN
- Scan and Email to product.safety@altec.com
- FAX to 1-877-659-9929



To login to your existing Altec Connect account, scan here with your smart phone!

*Customer performed warranty can be submitted online for reimbursement through Altec Connect.

Model	Altec Unit Serial Number	Air Conditioner Hose is Damaged		Date Inspected
		Yes	No	

Company Name: _____ Phone _____

Service Company Name: _____ Phone: _____

Company Contact: _____

Company Street Address: _____

State: _____ ZIP Code: _____

Signature: _____

Submission of this form does not order parts or schedule service from Altec.

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 through Altec Connect.

For more information or to schedule the work to be done by an Altec Service technician, call:
1-877-GO ALTEC (1-877-462-5832)

Make copies of this form for additional units if needed.