



Altec Industries, Inc.
Elizabethtown Operations
Elizabethtown, KY

SIL 785

Service Information Letter

February 25, 2021

Units Affected: Certain model year 2014-2020 chassis equipped with an Allison transmission and not equipped with an Altec Power Distribution Module (PDM) (Verify that your unit is affected by reviewing the attached list in this SIL or by accessing your fleet on connect.altec.com/login)

PTO Request Wire Inspection

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

Altec has discovered that the affected units may not have a PTO request wire properly connected to the transmission control module. Without this wire installed, the chassis may not produce the hydraulic pressure required for proper PTO clutch pack engagement.

Altec requires the unit to be inspected for the PTO request wire no later than the next periodic maintenance interval or 90 days from the receipt of this SIL, whichever comes first. Use the inspection procedure beginning on page 2.

If the inspection confirms that the PTO request wire is missing, order the PTO Request Wire Kit, part number 991240216, by calling 1-877-GO ALTEC (1-877-462-5832). Install the kit no later than 6 months from the receipt of this SIL.

The 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 work for free at an Altec facility. If the customer or the customer's warranty provider performs the work, a warranty claim must be submitted to be reimbursed for the cost of the labor. Altec will allow up to \$45 for the labor to perform this inspection, and up to \$180 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. The customer is responsible for the travel costs of an Altec Mobile Service technician if the technician performs the inspection at the owner's location.

Altec Use Only	
Inspection labor	0.5 hr
Repair labor	2.0 hr
Account #	010.0777.43151.000.9134.000
Travel	Not included
NHTSA code	01
Prime fail P/N	N/A
Doc ref	074900735

Altec Use Only			
Parts Kit	Part No.	Qty	Warranty
PTO request wire kit	991240216	1	Yes

Inspection Procedure

No tools are required for the inspection procedure. 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. Turn off the engine and remove the key from the ignition.
2. Look inside the cab behind the seat and under the seat to confirm whether or not the vehicle is equipped with an Altec PDM. An Altec PDM is a 15 ½" x 11" x 3 ⅛" black metal housing with electrical harnesses connected to it and a clear plastic sleeve containing an electrical schematic attached to the lid (refer to Figures 1 and 2).
 - If there is not an Altec PDM in the cab, proceed to step 3.
 - If there is an Altec PDM in the cab, no further action is required. Return the unit to service. Complete the Inspection Sheet at the end of this SIL and return it to Altec as specified.



Figure 1 – PDM Behind Seat

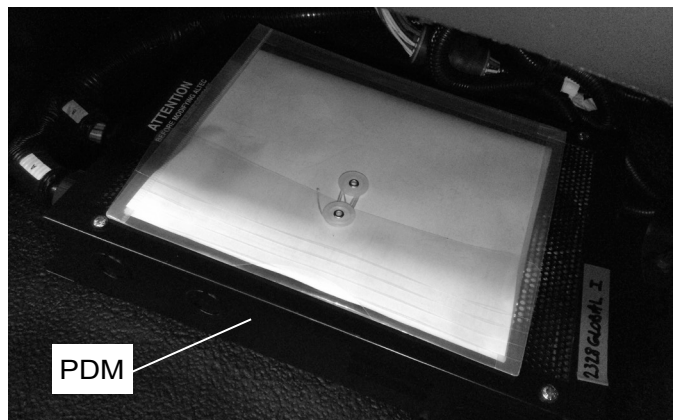


Figure 2 – PDM Under Seat

3. Open the hood over the engine compartment.
4. Find the two transmission body-builder electrical plugs located above the driver's side of the engine (refer to Figure 3).

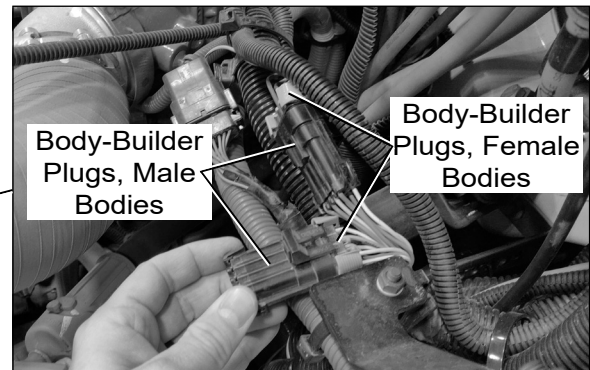
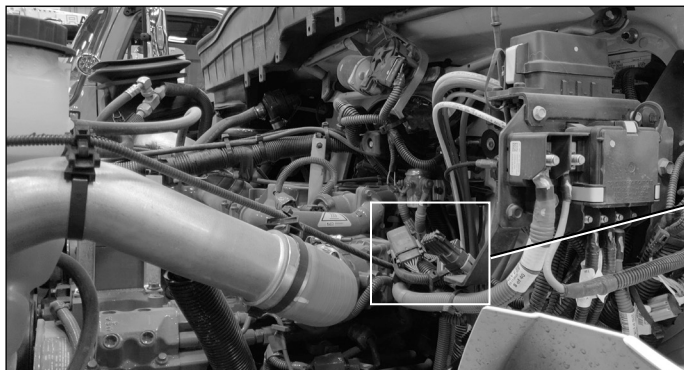


Figure 3 – Finding Transmission Body Builder Plugs

5. The wires coming out of one end of each body-builder plug assembly have circuit labels printed on them. Find plug assembly that has a wire with the number 43 printed on it coming out of the male body (refer to Figures 3 and 4).

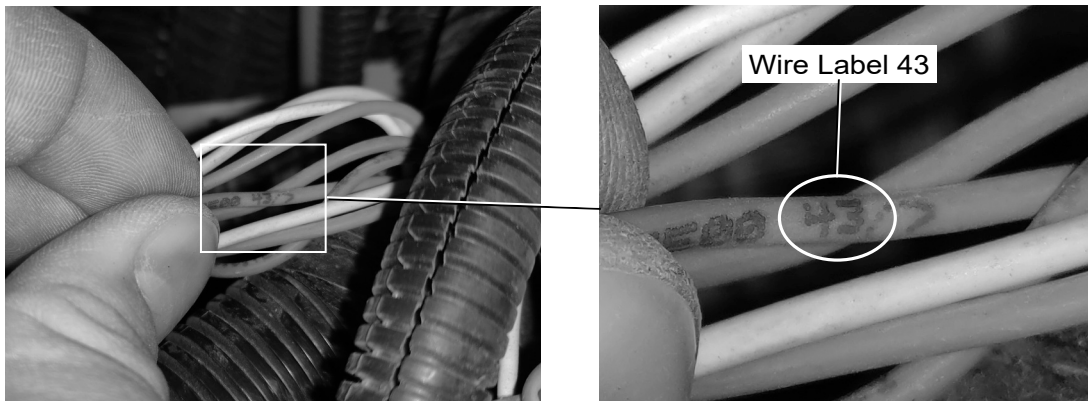


Figure 4 – Finding Labeled Wire

6. The male plug body that the “43” wire is connected to has pin cavity identification letters A through D marked on one side of the body. Determine which letter corresponds with the “43” wire connection (normally B or D) (refer to Figures 5 and 6).

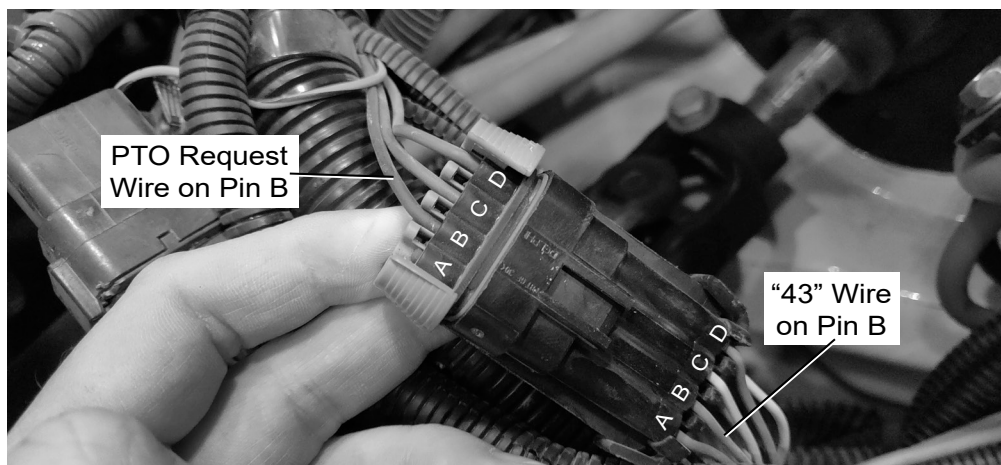


Figure 5 – Inspecting for PTO Request Wire on Pin B

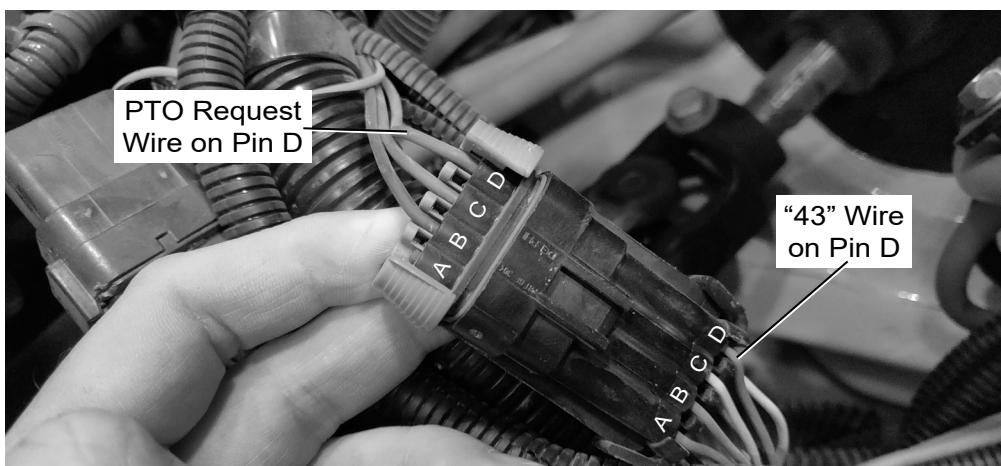


Figure 6 – Inspecting for PTO Request Wire on Pin D

7. Inspect for a wire connected to the mating female plug body at the same pin cavity letter that was identified for the “43” wire on the male plug body in step 5 (refer to Figures 5 and 6).
 - If there is a wire installed on the mating pin of the “43” wire, this is the PTO request wire. No further action is required. Return the unit to service. Complete the Inspection Sheet at the end of this SIL and return it to Altec as specified.
 - If there is no wire installed on the mating pin of the “43” wire, the PTO request wire is missing. Call 1-877-GO ALTEC (1-877-462-5832) to order the PTO Request Wire Kit, part number 991240216. Return the unit to service. Install the kit as soon as it is received. Do not complete the Inspection Sheet at the end of this SIL.

SIL 785 PTO Request Wire 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	Date Inspected

Company Name: _____ Phone: _____

Service Company Name: _____ Phone: _____

Company Contact: _____

Company Street Address: _____

City: _____ 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.