



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 attached serial number list.

January 22, 2021

Dear Altec Owner,

Altec Industries, Inc. has developed a product improvement which relates to ST550, ST720, ST750, and ST900 spray equipment built from October 2017 through April 2020.

Refer to SIL 781 for the items covered under the warranty policy. Altec will supply the necessary parts to correct this condition free of charge.

In order to determine if your unit is affected by SIL 781, 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.



Altec Industries, Inc.
Mt. Airy Operations
Mt. Airy, NC

SIL 781

Service Information Letter

January 22, 2021

Units Affected: ST550, ST720, ST750, and ST900 spray equipment built from October 2017 through April 2020 (Verify that your unit serial number is affected by reviewing the attached list in this SIL or by accessing your fleet on connect.altec.com/login)

Receiver Hitch Placards Installation

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 receiver hitch capacity and warning placards were not installed on the affected units. Use of the hitch at loads higher than the design ratings due to the lack of these placards can result in overloading of the receiver tube, resulting in damage to the receiver tube and/or the bumper.

The Receiver Hitch Placards Kit, part number 991151389, is included with this SIL. Altec requires this kit to be installed by the next preventive maintenance interval.

The placards for this installation are covered under the Altec Warranty Policy. The installation can be performed by Altec, the customer, or the customer's warranty provider. Altec will perform the installation for free at an Altec facility. If the customer or the customer's warranty provider performs the installation, there is no reimbursement for the cost of the labor. 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 work at the owner's location.

Altec Use Only	
Inspection labor	0.0 hr
Repair labor	0.25 hr
Account #	010.0690.43151.9119.0000.000
Travel	Not included
NHTSA code	21
Prime fail P/N	n/a
Doc ref	074900737

Altec Use Only			
Parts Kit	Part No.	Qty	Warranty
Receiver hitch placards kit	991151389	1	Yes