



Altec Industries, Inc.
Midwest Service
St. Joseph, MO

SIL 780

Service Information Letter

February 17, 2021

Units Affected: Model year 2017-2020 chassis equipped with the EZ Trac AWD system (Verify that your unit is affected by reviewing the attached list in this SIL or by accessing your fleet on connect.altec.com/login)

EZ Trac AWD System 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 EZ Trac hydraulic all-wheel drive (AWD) system may have been improperly installed on some units. Incorrect steering adjustments can cause the front wheels to oversteer. This can damage the steering stop bolts, causing the tires to rub on chassis components. Incorrect hydraulic hose routing can subject the hoses to damage. This can cause fluid leakage, resulting in the loss of AWD assistance.

Altec requires the following actions to be performed on the affected units no later than 30 days after receiving this SIL.

- Inspect the EZ Trac system using the Inspection Procedure beginning on page 2.
- Have Altec make any required repairs.

The inspection is covered under the Altec Warranty Policy, and can be performed by Altec, the customer, or the customer's warranty provider. Altec will perform the inspection for free at an Altec facility. If the customer or the customer's warranty provider performs the inspection, 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. 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.

The repair is covered under the Altec Warranty Policy and must be performed by Altec at an Altec facility. The repair will be performed for free. Call 1-877-GO ALTEC (1-877-462-5832) to schedule the work to be done at an Altec service center.

Altec Use Only	
Inspection labor	0.5 hr
Repair labor	1.0 hr
Account #	010.0660.52362.0.9124.0
Travel	Not included
NHTSA code	01
Prime fail P/N	N/A
Doc ref	991258130

Altec Use Only			
Parts Kit	Part No.	Qty	Warranty
EZ Trac adjustment kit, TRW steering box	991221709	1	Yes
EZ Trac stop bolt kit, Sheppherd steering box	991276348	1	Yes

Inspection Procedure

A mechanic's creeper and a flashlight are required for the inspection procedure. Two people are required for the steps of the procedure that need the front tires raised off the ground. The front tires can be raised by extending the front outriggers and using jack stands or by using a floor jack and jack stands or a frame lift. 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.
2. Get under the front of the chassis on a mechanic's creeper.
3. Visually inspect the steering stop bolts to see if they are bent or otherwise damaged (refer to Figure 1).

4. Visually inspect the inside of the front tires for any signs of rubbing or chafing on chassis components (refer to Figure 2).

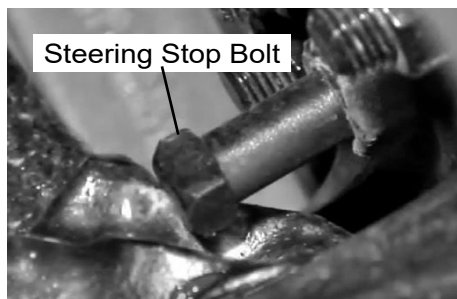


Figure 1 – Inspecting Stop Bolt

5. Visually inspect the EZ Trac hydraulic hoses for any signs of rubbing, chafing, or leaks. Also inspect the EZ Trac hoses for routing that goes under any axle or suspension components or routing that could otherwise cause potential wear or snagging of the hoses (refer to Figure 2).

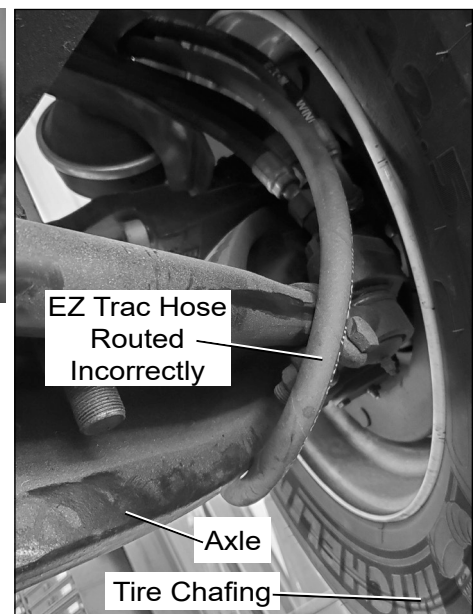


Figure 2 – Inspecting Tire and Hose

6. Raise the front tires off the ground.
 - If the unit has front outriggers, start the engine and engage the unit's hydraulic system. Extend the front outriggers far enough to raise the front tires off the ground, using outrigger pads as necessary. Place jack stands under the front axle, and retract the front outriggers until the vehicle weight is on the jack stands. Ensure that the tires are still off the ground. Disengage the unit's hydraulic system.
 - If the unit does not have front outriggers or if the outriggers do not extend far enough to raise the front tires off the ground, use a floor jack and jack stands or a frame lift to raise the front tires off the ground and properly support the unit.
7. Start the engine if it is not already running. Get under the front of the chassis on a mechanic's creeper.
8. Visually inspect for the following issues while a second person turns the steering wheel fully counterclockwise and holds it there. Only hold the steering wheel at full travel for ten seconds at a time and then release it for five seconds to prevent overheating of the power steering fluid.

- Check whether the inside of the tire contacts any chassis components or is close enough it could make contact during suspension movement.
- Check whether the steering stop bolts have the proper clearance of $\frac{1}{8}$ " from the chassis steering stops as shown in Figure 3, if they have more or less than $\frac{1}{8}$ " clearance, or if they are hitting the steering stops as shown in Figure 4.

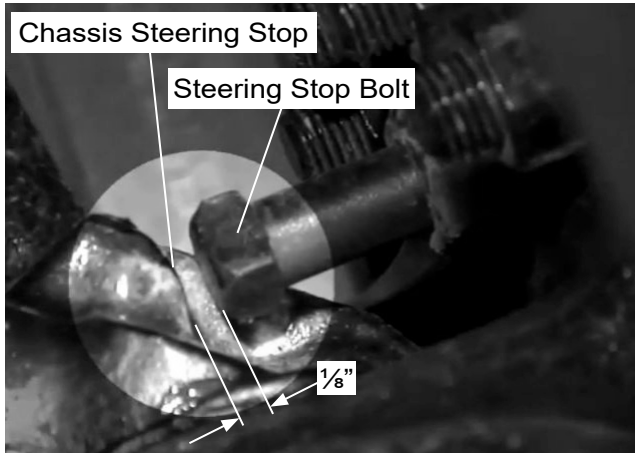


Figure 3 – Proper Stop Bolt Clearance

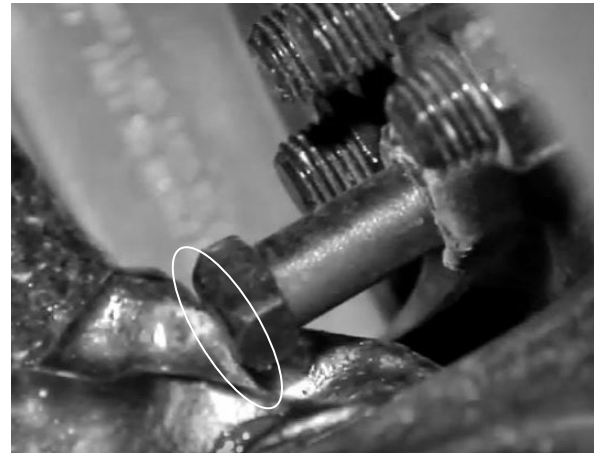


Figure 4 – Stop Bolt Hitting

- Repeat step 8 with the steering wheel turned and held fully clockwise.
- Lower the front tires to the ground.
 - If the front outriggers were extended, start the engine and engage the unit's hydraulic system. Extend the front outriggers to lift the vehicle weight off the jack stands, and remove the jack stands. Fully retract the front outriggers. Disengage the unit's hydraulic system and turn off the engine.
 - If the front outriggers were not used to raise the front tires, operate the floor jack or frame lift to lower the front tires to the ground.
- Review the inspection results from steps 3 through 9, and proceed as described below.
 - If there are no concerns with any of the inspected components and clearances, return the unit to service. Complete the Inspection Sheet at the end of this SIL and return it to Altec as specified.
 - If there are concerns with any of the inspected components or clearances, determine if the chassis has a TRW steering gearbox or a Shepherd steering gearbox by looking for the manufacturer's name on the gearbox housing (refer to Figures 5 and 6). Then proceed as described below.
 - For a unit with a TRW steering gearbox, call 1-877-GO ALTEC (1-877-462-5832) to schedule to have the unit repaired at an Altec facility, and state that the unit has a TRW steering gearbox. Also describe the inspection concerns that were found. Take the unit out of service until the repair is completed. Do not complete the Inspection Sheet at the end of this SIL.
 - For a unit with a Shepherd steering gearbox, call 1-877-GO ALTEC (1-877-462-5832) to schedule to have the unit repaired at an Altec facility, and state that the unit has a Shepherd steering gearbox. Also describe the inspection concerns that were found, including whether or not the steering stop bolts are damaged. Take the unit out of service until the repair is completed. Do not complete the Inspection Sheet at the end of this SIL.

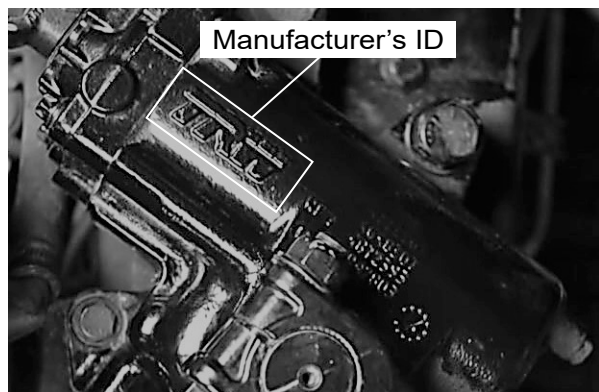


Figure 5 – TRW Steering Gearbox

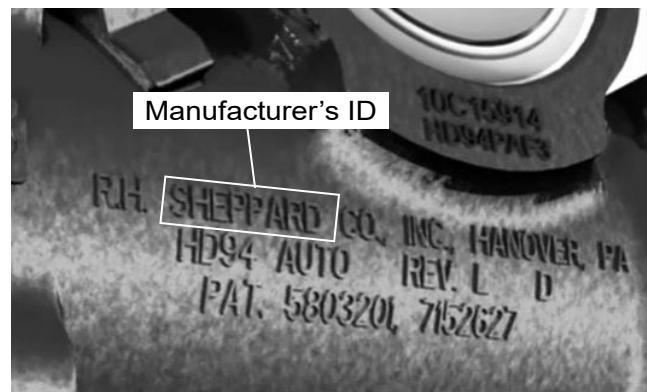


Figure 6– Shepherd Steering Gearbox

THIS PAGE IS FOR ALTEC USE ONLY**Altec Service Procedure for ordering parts required when scheduling repair at an Altec facility according to SIL 780**

1. Confirm with the customer whether the unit has a TRW steering gearbox or a Sheppherd steering gearbox.
 - If the unit has a TRW steering gearbox, do the following.
 - Confirm what SIL 780 inspection concerns were found.
 - Order the EZ Trac adjustment kit for TRW steering box, part number 991221709.
 - If the unit has a Sheppherd steering gearbox, do the following.
 - Confirm what SIL 780 inspection concerns were found, including whether or not the steering stop bolts are damaged.
 - If the steering stop bolts are damaged, order the EZ Trac adjustment kit for Sheppherd steering box, part number 991276348.
 - If the steering stop bolts are not damaged, use QuickFinder to obtain the EZ Trac Repair Instructions, part number 991258130.

SIL 780 EZ Trac 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.