



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.

Dear Altec Owner,

Altec Industries, Inc. has developed a product improvement as described in the included Service Information Letter (SIL). According to our records, you own one or more units this applies to.

Refer to the included SIL for the items covered under the Altec warranty policy.

Compare the serial number of your unit to the included list of affected units to verify that your unit is affected. You may also 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) to update the records.

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.
Midwest Operations
St. Joseph, MO

SIL 803

Service Information Letter

May 12, 2021

Units Affected: Certain DC series derricks built from January 2016 through February 2021 (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)

Check Valve Replacements

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

A part number 035240052 check valve is installed in two locations on the affected units. One check valve is installed in the control valve for the front bumper winch and another check valve is installed in the tandem pump as part of the secondary stowage DC pump option. Altec has discovered that the check valves have the potential for failure. When the check valve fails, the internal spring can dislodge from the housing and enter the hydraulic system. The hydraulic flow can carry it into the digger/winch control valve and cause one of the spools to bind in the closed position, disabling the function.

Altec requires the 035240052 check valves to be replaced no later than the next preventive maintenance interval or 90 days from the receipt of this SIL, whichever comes first. Call 1-877-GO ALTEC (1-877-462-5832) to order two Check Valve Replacement Kits, part number 991268688.

This repair 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 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 parts and/or labor. Altec will allow up to \$180 for the labor to replace the check valves. If the digger/winch control valve has been damaged by the check valve failure, additional reimbursement will be provided to replace the component. 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 and/or repair at the owner's location.

Altec Use Only	
Inspection labor	0.0 hr
Repair labor	2.0 hr
Account #	010.0337.43151.433.0000.000
Travel	Not included
NHTSA code	98
Prime fail P/N	035240052
Doc ref	074900752

Altec Use Only			
Parts Kit	Part Number	Qty	Warranty
Check valve replacement kit	991268688	2	Yes
Drain pan	970699618	1	Yes
Funnel	991141312	1	Yes