



**Altec Industries, Inc.**  
**HiLine Operations**  
**Duluth, MN**

**SIL 826**

# Service Information Letter

August 10, 2021

Units Affected: Certain ST500 and ST600 units built from July 2017 to October 2019 (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)

## Hitch Load Rating Placard Installation

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

Altec has discovered that the affected units do not have a load rating placard on the outer tubes of the hitch. Overloading the tubes could damage the bumper and/or hitch.

Altec requires a placard kit be installed on each affected unit within 90 days of receipt of this SIL. The placard kit required depends on the unit model (refer to chart below). Install the kit upon receipt.

Model	Kit Part Number
ST500	991354474
ST600	991354475

This installation 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 work for free at an Altec facility. If the customer or the customer's warranty provider performs the installation, a warranty claim must be submitted to be reimbursed for the cost of the parts and/or labor. Altec will allow up to \$22.50 for the labor to install the kit.

Call 1-877-GO ALTEC (1-877-462-5832) option 1 to order the correct placard kit.

Call 1-877-GO ALTEC (1-877-462-5832) option 3 to schedule the work to be done by an Altec Mobile Service technician or option 2 to schedule the work to be done at an Altec facility. Customers are responsible for the travel costs of an Altec Mobile Service technician if the technician performs the installation at the owner's location.

Altec Use Only	
Inspection labor	0.0 hr
Repair labor	0.25 hr
Account #	010.1067.45963.000.0000.000
Travel	Not included
NHTSA code	98
Prime fail P/N	N/A
Doc ref	074900789

Altec Use Only			
Parts Kit	Part No.	Qty	Warranty
ST500 hitch placard kit	991354474	1	Yes
ST600 hitch placard kit	991354475	1	Yes