



Altec Industries, Inc.
HiLine Operations
Duluth, MN

SIL 824

Service Information Letter

August 20, 2021

Units Affected: Certain ST550/720/750/900 units built from January 2018 to December 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)

Pressure Regulator Fasteners Inspection

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 could have incorrect, damaged, or loose fasteners attaching the pressure regulator to its support bracket. Any of these conditions could lead to damage of the primary tank that the pressure regulator bracket is attached to.

Altec requires the pressure regulator fasteners to be inspected on the affected units no later than the next scheduled service interval. Use the Inspection Procedure beginning on page 2. This inspection is simple and can be completed by a customer in less than 15 minutes.

If the inspection criteria are not met, call 1-877-GO ALTEC (1-877-462-5832) option 1 to order the Pressure Regulator Fastener Kit, part number 991336258. Install the kit within 90 days of receipt.

This 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 parts and/or labor. Altec will allow up to \$22.50 for the labor to perform the inspection and up to \$45 for the labor to install the 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 inspection and/or repair at the owner's location.

Altec Use Only	
Inspection labor	0.25 hr
Repair labor	0.5 hr
Account #	010.1690.43151.000.9165.000
Travel	Not included
NHTSA code	98
Prime fail P/N	N/A
Doc ref	074900785

Altec Use Only			
Parts Kit	Part No.	Qty	Warranty
Pressure regulator fastener kit	991336258	1	Yes

Inspection Procedure

Normal mechanic's hand tools are required for this 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 turn off the engine. Remove the key from the ignition and secure it. Chock the wheels. Follow your employer's vehicle lockout/tagout procedure.
2. Locate the pressure regulator and its support bracket (refer to Figure 1) inside the front curb side panel.

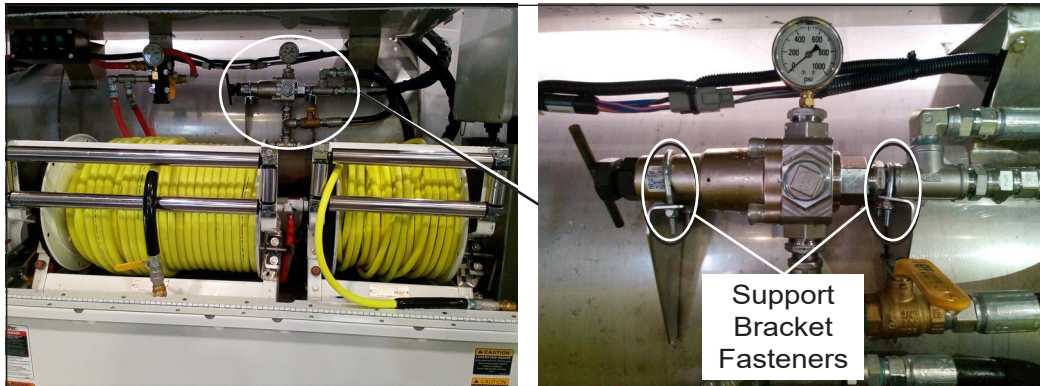


Figure 1 — Pressure Regulator and Support Bracket

3. Inspect the nuts on the support bracket.
 - Verify the nuts are the correct size and type (refer to Figure 2). The nut specification is ¼-20 UNC, top lock. You may also use a ⅜" wrench to check the hex nut size. A snug fit would indicate the correct size nut. Look at the fasteners for any visible signs of damage.
 - Check the fasteners to make sure they are finger tight.

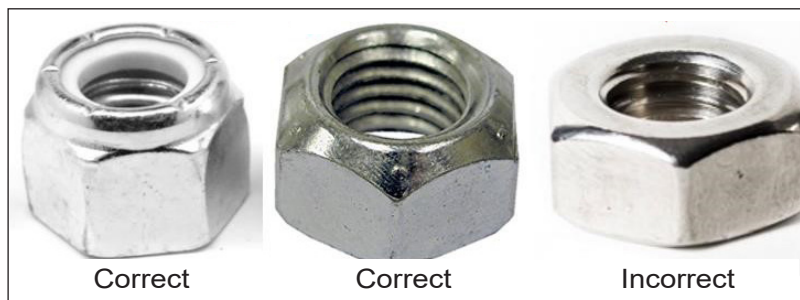


Figure 2 — Fastener Comparison

4. Review the inspection results.
 - If the fasteners are correct, not damaged, and finger tight, put the unit back into service. Complete the Inspection Sheet at the end of the SIL and return it to Altec.
 - If the fasteners are not correct, damaged, and/or loose, kit installation is required. Do not complete the Inspection Sheet at the end of the SIL.
 - Call 1-877-GO ALTEC (1-877-462-5832) option 1 to order the Pressure Regulator Fastener Kit, part number 991336258. Install the kit within 90 days of receipt.
 - Call 1-877-GO ALTEC (1-877-462-5832) to schedule the work to be done by Altec.

SIL 824 Pressure Regulator Fasteners Inspection Sheet

Complete this form and return to Altec if all fasteners are correct, not damaged, and tight.

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.