



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.

# Service Information Letter

November 30, 2021

Units Affected: Certain 2016-2021 Ford F750 chassis with EZ Trac hydraulic all-wheel drive installed (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)

## Operational Inspection with EZ Trac Installed

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

Some customers have reported the loss of functionality of the Altec unit or the EZ Trac system on affected vehicles. Investigation has shown that improper wiring may have been installed for the PTO request module that interfaces the EZ Trac system with the Ford system, leading to the loss of functionality.

Altec requires the vehicle to be inspected no later than the next preventive maintenance interval or 90 days from the receipt of this SIL, whichever comes first. The Inspection Procedure is on page 2. If the inspection reveals nonconforming operation, the vehicle must be repaired by both an Altec technician and a Terra Drive Systems technician working together.

This inspection and repair are covered under the Altec Warranty Policy. The inspection can be performed by Altec, the customer, or the customer’s warranty provider. 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 the inspection. The repair must be performed by Altec in coordination with a Terra Drive Systems technician.

Call 1-877-GO ALTEC (1-877-462-5832) option 3 to schedule the inspection and/or repair to be done by an Altec Mobile Service technician or option 2 to schedule the work to be done at an Altec facility. Altec will contact Terra Drive Systems to set up a time for a Terra Drive technician to work with the Altec technician when making the repair. Customers are responsible for the travel costs of an Altec Mobile Service technician if the technician comes to the owner’s location for the repair.

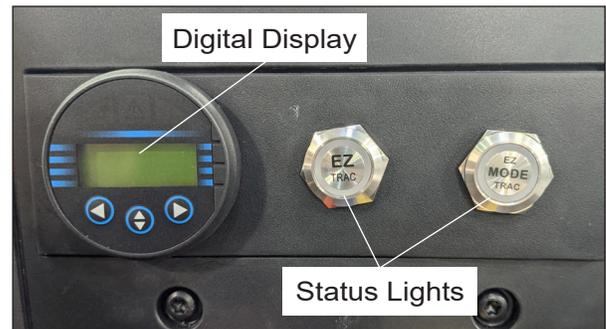
Altec Use Only	
Inspection labor	0.5 hr
Repair labor	1.0 hr
Account #	010.0447.43151.872.0000.000
Travel	Not included
NHTSA code	98
Prime fail P/N	N/A
Doc ref	N/A

Altec Use Only			
Parts Kit	Part No.	Qty	Warranty
N/A	N/A	0	No

## Inspection Procedure

No tools are required for this inspection. 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. Engage the power take-off (PTO), and properly set the outriggers.
2. Using the lower controls of the Altec unit, attempt to raise and restow the lower boom.
  - If the boom operates properly, proceed to step 3.
  - If the boom does not operate, proceed to step 5.
3. Retract the outriggers, disengage the PTO, and unchock the wheels.
4. Engage the EZ Trac system, and drive the vehicle while checking for proper EZ Trac operation.
  - If the EZ Trac operates properly, the status lights will be on, and no error code will be shown on the EZ Trac digital display (refer to Figure 1).
  - If the EZ Trac does not operate properly, the status lights will be off, and an error code may also be shown on the EZ Trac digital display.



**Figure 1 — EZ Trac Panel**

5. Review the inspection results.
  - If both the Altec unit and the EZ Trac system operate properly, perform steps a and b below.
    - a. Complete the Inspection Sheet at the end of the SIL and return it to Altec.
    - b. Put the unit back into service.
  - If the Altec unit does not operate properly, perform steps a through c below.
    - a. Call 1-877-GO ALTEC (1-877-462-5832) to contact Altec Service, using option 3 to request repair by an Altec Mobile Service technician or option 2 to request repair at an Altec facility. Ask Altec Service to contact Terra Drive Systems technician Kevin Meyers by email at [kmyers@tsdrive.com](mailto:kmyers@tsdrive.com) or by calling 765-586-0836 to set up a time for both an Altec technician and a Terra Drive Systems technician to be together on site with the vehicle to make the repair.
    - b. Do not complete the Inspection Sheet at the end of the SIL. Completion of the SIL will be documented after the vehicle is repaired.
    - c. Take the unit out of service while awaiting the repair.
  - If the EZ Trac system does not operate properly, perform steps a through c below.
    - a. Call 1-877-GO ALTEC (1-877-462-5832) to contact Altec Service, using option 3 to request repair by an Altec Mobile Service technician or option 2 to request repair at an Altec facility. Ask Altec Service to contact Terra Drive Systems technician Kevin Meyers by email at [kmyers@tsdrive.com](mailto:kmyers@tsdrive.com) or by calling 765-586-0836 to set up a time for both an Altec technician and a Terra Drive Systems technician to be together on site with the vehicle to make the repair.
    - b. Do not complete the Inspection Sheet at the end of the SIL. Completion of the SIL will be documented after the vehicle is repaired.
    - c. Put the unit back into service while awaiting the repair.

# SIL 839 Operational Inspection Sheet

Complete this form and return it to Altec to document inspection completion with no repair required.

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/](http://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](mailto: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.