



Customer Outreach
PO Box 8338
Saint Joseph, MO 64508

product.safety@altec.com
connect.altec.com/login

Phone 1-877-GO ALTEC
Facsimile 1-877-659-9929

This letter applies to your vehicle. Refer to the provided 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 letter for the items covered under the Altec Warranty Policy. If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this letter.

Compare your unit's identifying information with the provided list to verify your unit is affected. You may also contact Altec or view your fleet through Altec Connect to determine if there are any other outstanding notices.

If you have sold or retired the unit, update the records through Altec Connect. If you have leased this equipment to another person or company, you are required by Federal Law to forward a copy of this notice to the lessee by first class mail within ten (10) days of the receipt of this notice.

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.

Derrick Winch Rope Inspection

Units Affected: Certain derricks built from 2008 to 2020 and equipped with a wire winch rope on the turntable winch. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that the diameter of the wire winch rope installed on the derrick's turntable winch may exceed the maximum allowable diameter specified by the ANSI A10.31 derrick standard based on the winch drum diameter. Use of an oversized wire winch rope can lead to improper rope spooling on the winch drum and premature rope wear. Altec will be contacting each customer directly by phone to discuss the resolution of this issue.

Customer Action: Inspect the derrick winch rope no later than the next preventive maintenance interval or 90 days from the receipt of this notice, whichever comes first. Use the Inspection Procedure in this notice. If the inspection determines the derrick has a wire winch rope that exceeds the maximum allowable diameter, order a replacement rope as directed in the Inspection Procedure, and install the rope according to the Repair Procedure in this notice.

Requirements: The inspection is estimated to take up to 30 minutes and one person to complete. Replacement of the winch rope, if required, is estimated to take up to 1 hour for two people to complete.

Completion and Warranty: The 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 \$45 for the labor to perform the inspection and up to \$180 for the labor to perform the repair. 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 Contact Info:

Altec Connect: connect.altec.com/login



Phone: 1-877-GO ALTEC (1-877-462-5832) | Options: 1 - Parts; 2 - Shop Service; 3 - Mobile Service; 4 - Technical Support; 5 - Global Rental Service Request; 6 - Chassis Repair

Altec Use Only	
Inspection labor	0.5 hr
Repair labor	2.0 hr
Account #	010.0447.43151.000.9188.000
Travel	Not included
NHTSA code	98
Prime fail P/N	N/A
Doc ref	N/A

Altec Use Only			
Description	Part No.	Qty	Warranty
N/A	N/A	N/A	N/A

Inspection Procedure: A digital caliper or dial caliper and appropriate personal protective equipment for handling wire rope 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.
2. Look at the winch rope on the derrick, either as seen on the winch drum while looking from the rear of the turntable or as seen on the boom tip while looking from the front of the boom.
 - If the derrick has a synthetic winch rope, no further inspection is required. Proceed to step 10.
 - If the derrick has a wire winch rope, proceed to step 3.
3. Start the engine, engage the power take-off (PTO), and properly extend the outriggers.
4. Raise the boom just out of the boom rest. Operate the winch lower function to pay out the winch rope until it can be reached from the ground below the boom tip.
5. Disengage the PTO, and turn off the engine. Remove the key from the ignition, and secure it following your employer's vehicle lockout/tagout procedure.

⚠ CAUTION

Injury can result from handling wire rope. Wear appropriate safety equipment.

6. Be careful when working with wire rope. Wire rope can be dangerous if not handled properly.

7. Use a digital caliper or dial caliper to measure the diameter of the wire rope across the crowns of opposite strands (refer to Figure 1). Rotate the caliper around the rope when taking the measurement to obtain the maximum reading.

- If the rope diameter measurement is 0.500" (1/2") or less, no further inspection is required. Proceed to step 8.
- If the rope diameter measurement is greater than 0.500" (1/2"), the rope and the unit's load capacity chart(s) must be replaced. Follow steps a through d below.

- a. Take a well-focused digital photo of the entire load capacity placard at lower controls for submission with the evaluation form in step 11.

- b. If your company has not yet received a phone call from Altec about this issue, contact Kelsey Eisenhut at Altec by phone at 317-306-5557 or by email at kelsey.eisenhut@altec.com, and provide the derrick's serial number or the chassis's VIN.

- c. Altec will provide you with a list of replacement ropes and their corresponding rated working loads to choose from.

- d. The new rope you select and a new load capacity placard(s) marked with the new winch line rated working load will be ordered for you and shipped to the location you specify.

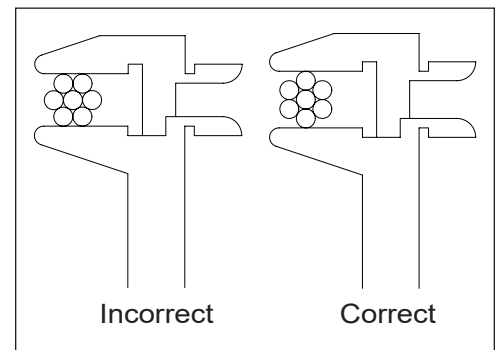


Figure 1 — Wire Rope Measurement

8. Start the engine, and engage the PTO.
9. Operate the winch raise function to raise the load hook up to the boom tip. Lower the boom back into the boom rest. Retract the outriggers.

10. Put the unit back into service.
11. Complete and return the evaluation form on the last page of this notice. Include the load capacity placard photo if specified in step 7.
12. Continue to inspect the current winch rope prior to each shift according to the Preoperational Inspection procedure in the unit's Operator's Manual.
13. If a new winch rope was ordered in step 7, perform the Repair Procedure in this notice immediately upon receipt of the new rope and load capacity placard(s).

Repair Procedure: Normal mechanic's hand tools, appropriate personal protective equipment for handling wire rope, and the assistance of a second person are required for this procedure. Four 1/8" diameter x 1/32" to 1/16" grip aluminum pop rivets and an installation tool are required for each load capacity placard being installed. 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 PTO, and properly set the outriggers.
2. Position the boom over the side or rear of the unit with the boom tip a few feet above the ground.



CAUTION

Injury can result from handling wire rope. Wear appropriate safety equipment.

3. Be careful when working with wire rope. Wire rope can be dangerous if not handled properly.
4. Operate the winch lower function to pay out the winch line while a second person pulls down on the winch rope to maintain tension as it comes off the boom tip. Stop the winch when the last wrap of the rope comes off the drum.
5. Disengage the PTO and turn off the engine. Remove the key from the ignition, and secure it following your employer's vehicle lockout/tagout procedure.
6. Disconnect the wire rope from the winch drum, and pull the rope out of the boom tip. Remove the load hook from the other end of the rope.
7. Discard the winch rope. **THE OLD ROPE MUST NOT BE REUSED.**
8. Attach the load hook to one end of the new rope. Route the other end of the rope above the upper boom tip sheave, along the top of the boom, and over the top of the winch drum.
 - If the new rope is a wire rope, loosen the wire rope retention set screw in the winch drum, insert the rope end into the wire rope attachment hole, and tighten the set screw securely against the rope.
 - If the new rope is a synthetic rope, remove the synthetic rope retainer from the winch drum, insert the loop on the end of the rope into the synthetic rope attachment hole, reinstall the rope retainer making sure it goes through the loop on the rope, and tighten the retainer securely.
9. Start the engine and engage the PTO.

10. Operate the winch raise function to slowly begin wrapping the rope onto the drum while the second person applies tension to the rope as it goes over the boom tip sheave. Make sure the first wrap of rope coming out of the attachment hole in the drum is flush with the drum flange to help achieve even spooling of the rope. Stop the winch when the load hook is near the bottom of the boom tip.
11. Stow the boom, and retract the outriggers. Disengage the PTO, and turn off the engine.
12. Remove the rivets in the corners of the load capacity placard at lower controls (or one of the load capacity placards if the unit has two of them). Remove the placard from the mounting surface and discard it.
13. If the original placard had drive-in rivets rather than pop rivets in the corners, drill out each hole through the mounting plate using a $\frac{9}{64}$ " bit.
14. Clean the mounting surface for the load capacity placard. Remove the backing paper, and adhere the new placard to the mounting surface with the holes in the corners aligned with the holes for the rivets.
15. Use a pop rivet installation tool to install a $\frac{1}{8}$ " diameter x $\frac{1}{32}$ " to $\frac{1}{16}$ " grip aluminum pop rivet in each corner of the placard.
16. Repeat steps 12 through 15 if the unit has two load capacity placards.
17. Put the unit back into service.

Wire Winch Rope Evaluation Form

Unit Owner: _____ Unit Serial Number: _____

Street Address: _____ City: _____ State: _____

Owner Contact Name _____ Phone No.: _____

Inspection Results:

Does the derrick have a wire winch rope? ☐ Yes ☐ No

If it has a wire rope, is the rope greater than 1/2" in diameter? ☐ Yes ☐ No

If the wire rope is greater than 1/2" in diameter, include the digital load capacity placard photo taken in step 7 of the Inspection Procedure when submitting this form.

Repair Results (if "Yes" to both questions under Inspection Results):

Have you worked with Altec to choose a new winch rope? ☐ Yes ☐ No

Inspection Date: _____ SR No: _____

Technician Name: _____ Phone No.: _____

Scan and email this form, along with the digital photo of the load capacity placard, if applicable, to kelsey.eisenhut@altec.com