



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.

Lift Cylinder Pin Retainer Improvement

Units Affected: DT80 digger derricks built from March 2007 to October 2021. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that the lift cylinder pivot pin retainers may bend or break during use on the affected units. If the pin retainer fails, the pivot pin will still be held in place in the turntable or lower boom by retaining rings. However, the pin will be able to rotate in the pinning holes during lift cylinder movement. Altec has developed a kit containing high-strength pin retainers to replace the original pin retainers at both ends of the cylinder.

Customer Action: Order and install the High-Strength Pin Retainer Kit, part number 991440444, or schedule the installation of this kit by Altec. Do this no later than the next preventive maintenance interval or 30 days from the receipt of this SIL, whichever comes first. Also ensure that the lift cylinder spherical bearings are regularly greased according to the schedule stated in the Lubrication section in Section 4 of the unit’s Maintenance Manual

Requirements: This work is estimated to take 1½ hours and 1 person to complete.

Completion and Warranty: 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 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 \$135 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 work 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	0.0 hr
Repair labor	1.5 hr
Account #	010.1096.43151.000.9196.000
Travel	Not included
NHTSA code	N/A
Prime fail P/N	023210033
Doc ref	074900807

Altec Use Only			
Description	Part No.	Qty	Warranty
High-strength pin retainers kit	991440444	1	Yes