



Customer Outreach  
PO Box 8338  
Saint Joseph, MO 64508

[product.safety@altec.com](mailto:product.safety@altec.com)  
[connect.altec.com/login](https://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.



## Locking/Lift Weldment Placard Installation

**Units Affected:** TS336 series conductor tensioners and TS40-PT conductor pullers built from October 2015 to July 2022. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

**Background:** Altec has learned that operators of the affected units may not always tighten the bolts properly on the locking/lift weldment, and may allow the arbor bar to be contaminated with grease. This can allow the locking/lift weldment to move away from the conductor reel during operation, allowing the reel to slide away from the drive arm and disengage from the drive pins. This can increase the possibility of unintended reel rotation and conductor movement due to the lack of control of the load. Altec has developed a placard for installation on the locking/lift weldment describing the requirements for proper bolt torquing and arbor bar cleanliness.

**Customer Action:** Within 30 days from the receipt of this SIL, order the proper Locking/Lift Weldment Placard Kit based on the unit model, as shown below.

| <u>Unit Model</u> | <u>Kit Part Number</u> |
|-------------------|------------------------|
| TS336-BW          | 991513156              |
| TS336-VG          | 991522404              |
| TS40-PT           | 991522405              |

Install the placard on the unit, replace the unit's Operator's Manuals and Maintenance Manuals, and update the unit's Parts Manuals upon receipt of the kit.

**Requirements:** Every unit requires the installation of the proper kit for completion. This repair is estimated to take 15 minutes and 1 person to complete.

**Completion and Warranty:** The 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 \$22.50 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](https://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     | 0.75 hr Service, 0.25 hr other |
| Account #        | 010.1067.43151.000.9254.000    |
| Travel           | Not included                   |
| NHTSA code       | N/A                            |
| Prime fail P/N   | N/A                            |
| Doc ref          | 074900830                      |

| Altec Use Only                              |           |     |          |
|---|-----------|-----|----------|
| Description                                 | Part No.  | Qty | Warranty |
| Locking/lift weldment placard kit, TS336-BW | 991513156 | 1   | Yes      |
| Locking/lift weldment placard kit, TS336-VG | 991522404 | 1   | Yes      |
| Locking/lift weldment placard kit, TS40-PT  | 991522405 | 1   | Yes      |