



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.

Parts may not be immediately available due to supplier backorder.

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.



DRM 12 & DRM 12he Inspection

Units Affected: Certain DRM 12 and DRM 12he chippers built from 2014 to 2022. Verify your chipper is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that the affected chippers may develop fatigue cracks in the upper pivot housing weldment. If not addressed, these cracks can lead to damage of the chipper.

Customer Action: Inspect the upper pivot housing weldment on the affected chippers. Complete this no later than 30 days from the receipt of this notice. Follow the inspection criteria on page 2. If required after inspection, order and install the Reinforcement Kit, part number 991534339.

Requirements: The inspection is estimated to take less than 10 minutes and one person to complete. Installation of the reinforcement kit, if required, is estimated to take 6.5 hours and two people to complete, and must be installed within 90 days of the receipt of this notice. All welds must be applied by a welder that is formally trained and qualified for uphill progression welding and overhead welding on steel. This welding cannot be completed by an Altec Mobile Service Technician. A replacement of the feed weldment, if requested, must be completed by an Altec Service Center and is estimated at 8 hours for completion at the customer's expense.

Completion and Warranty: The inspection can be performed by Altec, the customer, or the customer's warranty provider. There is no labor reimbursement to the customer or the customer's warranty provider for the inspection. Customers are responsible for the travel costs of an Altec Mobile Service technician if the technician performs the inspection at the owner's location.

If cracks are present that do not exceed 1/8" vertical separation, the installation of the reinforcement bracket 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 inspection and installation for free at an Altec Service Center. If the customer or the customer's warranty provider performs the installation, a warranty claim must be submitted to be reimbursed for the cost of the parts and/or labor. Altec will allow up to \$585 for the labor to perform the installation.

If the feed weldment requires replacement due to cracks exceeding 1/8" vertical separation, this repair is not covered under the Altec Warranty Policy. This repair must be completed at an Altec Service Center at the customer's expense.

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

Table with 2 columns: Field, Value. Rows include Inspection labor (0.5 hr), Repair labor (6.5 hr), Account #, Travel, NHTSA code, Prime fail P/N, Doc ref.

Table with 4 columns: Description, Part No., Qty, Warranty. Row: Upper pivot housing reinforcement kit, 991534339, 1, Yes.

Inspection Procedure: Read and understand all steps of the instructions before beginning the procedure.

1. Position the chipper on a level surface. Secure the chipper following your employer's vehicle lockout/tagout procedure.
2. Inspect the upper pivot housing weldment. Look closely at the area where a hydraulic cylinder mount is attached to the weldment. Refer to Figure 1 for examples of cracking.
 - If no cracks are found, continue to monitor the area during the daily preoperational inspection as outlined in the Operator's Manual.
 - If crack(s) exists having less than $\frac{1}{8}$ " vertical separation, order and install the reinforcement kit, part number 991534339, or contact Altec Service to perform the repair at an Altec Service Center. This repair will be covered under the Altec Warranty Policy. Installation of the kit requires welding reinforcing plates to the cylinder mounting anchor. This type of repair cannot be completed by Altec MSTs.
 - If the damaged area has gone unaddressed for an extended period and crack(s) exist having vertical separation exceeding $\frac{1}{8}$ ", the reinforcement kit is not applicable, and the chipper must be removed from service. Altec considers continued operation with the crack contrary to the Operator's Manual, and this extensive damage requires replacement of the feed weldment at the expense of the customer.



Crack with $\frac{1}{8}$ " Separation or Less



Crack with Over $\frac{1}{8}$ " Material Separation

Figure 1 — Inspection Area

3. Review the inspection results.
 - If the chipper has no cracks, no repair is required. Perform steps a and b shown below.
 - a. Put the chipper back into service.
 - b. Complete the Inspection Sheet at the end of the notice and return it to Altec.
 - If crack(s) are present but they have less than $\frac{1}{8}$ " vertical separation, order and install the kit within 90 days. Continue to repeat this Inspection Procedure daily while awaiting the repair. If the crack vertical separation grows and approaches $\frac{1}{8}$ ", remove the chipper from service until the kit is installed. If the crack vertical separation is allowed to grow to over $\frac{1}{8}$ ", the feed weldment must be replaced at the customer's expense before the chipper is returned to service. Do not submit the Inspection Sheet at the end of this notice.
 - If over $\frac{1}{8}$ " vertical separation has occurred along any crack(s), remove the chipper from service. The feed weldment must be replaced at the customer's expense before the chipper is returned to service. Do not submit the Inspection Sheet at the end of this notice.

Inspection Sheet

Complete this form and submit it to Altec to document inspection completion.

Choose one of these options for submission.

- Online through the customer portal – Altec Connect*
 Sign in or Register for an account at connect.altec.com/login
 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
- Mail to: Customer Outreach; PO Box 8338; Saint Joseph, MO 64508
- Complete and return the included postcard.



Scan here to access
Altec Connect.

Model	Altec Unit Serial Number	Date Inspected

Company Name: _____ Phone _____

Service Company Name: _____ Phone: _____

Company Contact: _____

Company Street Address: _____

City: _____ State/Province: _____

ZIP/Mailing Code: _____ Country: _____

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, submit a warranty claim through Altec Connect to be reimbursed for the cost of the parts and/or labor.

Contact Altec for more information or to schedule the work to be done by Altec.

Make copies of this form for additional units if needed.