



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.



## Auxiliary Air Compressor Feedback Diode

**Units Affected:** Certain vehicles equipped with CB5 cranes built from August 2021 to June 2022. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

**Background:** Altec has determined there is a missing diode that allows feedback from the auxiliary air compressor to the ignition in the affected units. This feedback prevents the engine on the affected units from being turned off if the auxiliary air compressor switch is in the On position.

**Customer Action:** Order and install the Feedback Diode Kit, part number 991536080, or schedule the installation of this kit by Altec. The kit must be installed by the next preventive maintenance interval or within one year of receipt of this notice, whichever comes first. Subsequent damage from failure to perform the required action(s) in the time period allowed will not be covered by warranty.

**Requirements:** Every unit requires the installation of the proper kit for completion. This work is estimated to take 20 minutes and one 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 \$30.00 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	0.83 hr (Service); 0.33 hr (other)
Account #	010.0857.43151.000.9243.000
Travel	Not included
NHTSA code	11
Prime fail P/N	N/A
Doc ref	074900832

Altec Use Only			
Description	Part No.	Qty	Warranty
Auxiliary air compressor feedback kit	991536080	1	Yes