



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.



Auger Transmission Gearbox Update

Units Affected: Certain HD35A pressure diggers built from May 2020 to January 2021 on which the output drive sleeve in the auger transmission gearbox does not meet current specifications. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that output drive sleeve on the affected units may fail suddenly during use, generating a large quantity of debris in the auger transmission gearbox. If the unit is not shut down immediately if this failure occurs, this debris can contaminate other components throughout the hydraulic system, causing major additional damage.

Customer Action: Contact Altec Shop Service within 30 days of the receipt of this notice to schedule the output drive sleeve to be replaced as soon as this can be performed at an Altec facility. While awaiting the repair, advise all operators of the unit that if they hear any loud grinding or other unusual noises from the auger transmission gearbox or notice the kelly bar has suddenly started drifting, they must stop the unit immediately and take it out of service. Subsequent damage due to 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 SIL-3038 update at an Altec facility for completion. The repair is estimated to take 20 hours and one person to complete.

Completion and Warranty: This repair is covered under the Altec Warranty Policy and must be performed at an Altec facility. An Altec Mobile Service technician is not able to perform this repair.

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 hr
Repair labor	20.5 hr
Account #	010.0390.43151.693.0000.000
Travel	Not included
NHTSA code	90
Prime fail P/N	991323927
Doc ref	074900850

Altec Use Only			
Description	Part No.	Qty	Warranty
Output drive sleeve replacement kit	991547541	1	Yes