



Customer Outreach
PO Box 8338
Saint Joseph, MO 64508

product.safety@altec.com
connect.altec.com/login

Phone 1-877-GO ALTEC

This campaign applies to your vehicle. Refer to the provided list.

Dear Altec Owner,

Altec Industries, Inc. has issued a customer satisfaction campaign 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.



Air Suspension Dump Valve Placard

Units Affected: Certain Altec units equipped with air suspension built from April 2020 to June 2023. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that some operators may be dumping the chassis air bags before deploying the outriggers on the affected units. This can cause the air bags to become damaged. Altec has developed a new placard outlining the proper operating procedure.

Customer Action: Order and install the Air Suspension Dump Valve Placard Installation Kit, part number 991659929, or schedule the installation of this kit by Altec. Complete this installation by the next preventive maintenance interval or within 30 days of this notice, whichever comes first.

Subsequent damage due to failure to perform the required action(s) in the time period allowed will not be covered by warranty.

Requirements: Every affected unit requires the installation of the proper kit for completion. This work is estimated to take 30 minutes 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 \$45.00 for the labor to perform this repair. Customers are responsible for the travel costs of an Altec Mobile Service technician if the technician performs the work at the customer'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	1.0 hr (Service) 0.5 hr (other)
Account #	010.0222.43156.000.9335.000
Travel	Not included
NHTSA code	90
Prime fail P/N	N/A
Doc ref	074900886

Altec Use Only			
Description	Part No.	Qty	Warranty
Air Suspension Dump Valve Placard Installation Kit	991659929	1	Yes