



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

**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.



## TS40-PT Brake Pack Replacement

**Units Affected:** Certain TS40-PT units built from January 2020 to August 2022. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

**Background:** Altec has learned that the pressure plates in the reel motor were not manufactured to specification, causing the plates to stick together. This can cause the reel park brake to not fully release, or cause the reel motor to lock up on the affected units.

**Customer Action:** Contact Altec to schedule the Brake Pack Replacement Kit, part number 991610082, to be installed by the next preventive maintenance interval or within 90 days of receipt 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 kit for completion. The repair is estimated to take 2 hours and 1 person to complete.

**Completion and Warranty:** The repair is covered under the Altec Warranty Policy and must be performed by Altec. Altec will perform the work for free at an Altec facility. 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	2.5 hr (Service), 0.0 hr (other)
Account #	010.0690.43156.000.9299.000
Travel	Not Included
NHTSA code	90
Prime fail P/N	970499420
Doc ref	074900871

Altec Use Only			
Description	Part No.	Qty	Warranty
Brake pack replacement kit	991610082	1	Yes