



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.



Winch Fasteners

Units Affected: Certain D3000A/B and D4000A/B units built from January 2012 to December 2015. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that the cap screws used to mount the planetary winch at the turntable could be shorter than specified on the affected units.

Customer Action: Inspect the winch mounting cap screws using the Inspection Procedure beginning on page 2. Depending on the results of the inspection, order and install the Winch Fasteners Kit, part number 991605411 or schedule the installation of this kit by Altec. The kit must be installed by the next preventive maintenance cycle or within 90 days of receipt of this notice, whichever comes first. Warranty for this repair expires January 26, 2026.

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

Requirements: The inspection will take 1 hour and 1-2 people to complete. The repair will take 1 hour and 1-2 people to complete. A second person may be required during the inspection and repair to hold tension on the winch line during certain steps. Altec Mobile Service technicians may not be able to complete this work at the customer location.

Completion and Warranty: The inspection and repair are covered under the Altec Warranty Policy until January 26, 2026 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 perform 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 \$90.00 for the labor to perform the inspection and up to \$90.00 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



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: Description, Value. Rows include Inspection labor, Repair labor, Account #, Travel, NHTSA code, Prime fail P/N, Doc ref.

Table with 4 columns: Description, Part No., Qty, Warranty. Row includes Winch fasteners kit.

Inspection Procedure: A tape measure or digital caliper, calibrated click-type torque wrench rated for 150 foot-pounds, $\frac{15}{16}$ " socket, and paint pen for torque marks are required for this inspection. A second person may be required to hold tension on the winch line when operating the winch. Read and understand all steps of the instructions before beginning the procedure.

1. Position the unit on a level surface, apply the parking brake, and turn off the engine. Remove the key from the ignition, and secure it following your employer's vehicle lockout/tagout procedure. Chock the wheels.
2. Locate the planetary winch mounted on the back of the turntable (refer to Figure 1).
3. Determine if any one of the eight cap screws in the winch mounting bracket can be removed without interfering with the rope on the winch drum (refer to Figure 2).
 - a. If there is sufficient clearance to remove a cap screw, proceed to step 7.
 - b. If there is not sufficient clearance to remove a cap screw, proceed to step 4.



Figure 1 — Locating Planetary Winch

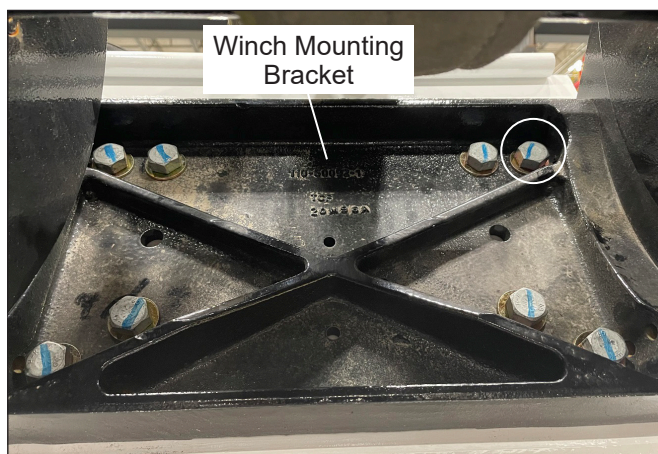


Figure 2 — Locating Cap Screw for Removal

4. Start the engine, and engage the power takeoff (PTO). Properly set the outriggers.
5. If there is sufficient space to operate the boom, raise and extend the boom while paying out the winch line. Otherwise, raise the boom slightly out of the boom rest, and pay out the winch line while a second person keeps tension on the winch line below the boom tip. Stop when enough winch line is removed to allow access for removing the cap screw.
6. Disengage the PTO, and turn off the engine.
7. Remove one of the cap screws in the winch mounting bracket.
8. Measure the length of the cap screw (refer to Figure 3). The proper length is $1\frac{1}{2}$ ".
 - If the cap screw length measures $1\frac{1}{2}$ ", reinstall it with the original washer, torque it to 150 foot-pounds, and mark the head with a torque stripe.
 - If the cap screw length measures $1\frac{1}{4}$ ", reinstall it with the original washer but leave it loose.

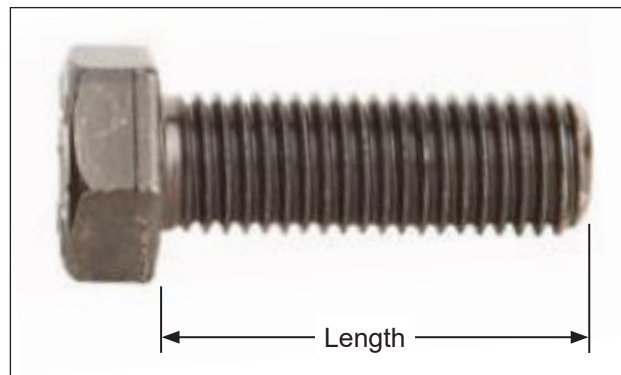


Figure 3 — Measuring Cap Screw Length

9. If the winch line did not need to be payed out before removing the cap screw, proceed to step 12.
10. Start the engine, and engage the PTO. If the boom was extended in step 5, retract the boom while paying in the winch line. Otherwise, pay in the winch line while a second person keeps tension on the winch line below the boom tip. Stop when the boom is fully retracted and the end of the winch line has reached the boom tip.
11. Stow the boom, retract the outriggers, disengage the PTO, and turn off the engine.
12. Review the inspection result from step 8.
 - a. If the cap screw length measured $1\frac{1}{4}$ ", proceed to step 13.
 - b. If the cap screw length measured $1\frac{1}{2}$ ", proceed to step 14.
13. If the cap screw length measured $1\frac{1}{4}$ ", repair is required.
 - a. Take the unit out of service.
 - b. Order the Winch Fasteners Kit, part number 991605411. Arrange for the installation of this kit using one of the methods below.
 - Contact Altec Service to schedule the installation of the kit.
 - Contact Altec Parts to order the kit, and schedule for your own technician or your third party provider to install the kit
 - c. Install the kit upon receipt.
 - d. Put the unit back into service.
 - e. Do not complete the Inspection Sheet at the end of this notice. Completion of the notice will be documented after the vehicle is repaired.
14. If the cap screw length measured $1\frac{1}{2}$ ", no repair is required.
 - a. Put the unit back into service.
 - b. Complete the Inspection Sheet at the end of this notice, and return it to Altec.
 - c. If the inspection was performed by Altec, mark this notice as complete on the Service Request.
 - d. Do not complete the remaining step in this notice.

Inspection Sheet

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

Choose one of these options for submission.

- Scan the Product Safety QR code and complete the form.
- Complete, scan, and email this page to product.safety@altec.com
- Online through the customer portal – Altec Connect*
- Complete and return the included postcard.



Product Safety



Altec Connect

*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.

Model	Altec Unit Serial Number	Date Inspected

Company Name: _____ Phone _____

Service Company Name: _____ Phone: _____

Company Contact: _____

Company Mailing Address: _____

City: _____ State/Province: _____

ZIP/Mailing Code: _____ Country: _____

Signature: _____

Submission of this form does not order parts or schedule service from Altec.

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.