



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.



Capstan Retaining Ring

Units Affected: Certain TS336-BW, TS336-VG, TS40-PT cable placers built from June 2017 to June 2023. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that a retaining ring was not installed on the capstan shaft. This could result in the capstan detaching from the motor on the affected units.

Customer Action: Order and install the Retaining Ring Installation Kit, part number 991730415, 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 March 05, 2026.

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

Ask your service provider to check for any outstanding notices at your next appointment.

Requirements: Every affected unit requires the installation of the proper kit for completion. The repair is estimated to take 1 hour and 1 person to complete.

Completion and Warranty: The repair is covered under the Altec Warranty Policy until March 05, 2026 and can be performed by Altec, the customer, or the customer's preferred 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 parts and/or labor. Altec will allow 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

Altec Use Only	
Inspection labor	0.0 hr
Repair labor	1.5 hr (Service), 1.0 hr (other)
Account #	010.0690.43156.000.9399.000
Travel	Not included
NHTSA code	90
Prime fail P/N	N/A
Doc ref	074900913

Altec Use Only			
Description	Part No.	Qty	Warranty
Retaining ring installation kit	991703415	1	Yes