



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.



Power Distribution Module (PDM) Relay Replacement

Units Affected: Certain units equipped with PDMs containing a 12-volt Airtronics relay built from December 2004 to October 2022. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that a 12-volt Airtronics relay installed in the PDM could have been manufactured to an insufficient threshold on the affected units. This can cause the relay to overheat and fail, causing the accessory lights to stop working.

Customer Action: Order and install the Relay Replacement Kit, part number 991712591, by the next preventive maintenance cycle or within 60 days of receipt of this notice, whichever comes first. Warranty for this repair expires June 21, 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: The repair is estimated to take 30 minutes and one person to complete.

Completion and Warranty: The repair is covered under the Altec Warranty Policy until June 21, 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 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 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 (Service) 0.0 hr (Other)
Repair labor	1.0 hr (Service) 0.5 hr (Other)
Account #	010.0337.43156.000.9401.000
Travel	Not included
NHTSA code	90
Prime fail P/N	059500067
Kit instructions	074900917

Altec Use Only			
Description	Part No.	Qty	Warranty
Relay replacement kit	991712591	1	Yes