



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.



Lower Control Valve Inspection

Units Affected: Certain DT85H derricks built from May 2022 to December 2023 equipped with a Parker brand lower control valve, part number 990977270. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that the affected units may have a lower control valve provided by the manufacturer with under-torqued tie rods.

Customer Action: Visually inspect the lower control valve according to the Inspection Procedure beginning on page 2 within 60 days from receipt of this notice. If no leaks are found, torque the tie rods according to the procedure included with this notice. If leaks are found, contact Altec to install the lower control valve replacement kit, part number 991722490. Warranty for this repair expires July 17, 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 inspection and torque procedure, if required, are estimated to take one hour and one person to complete. The repair, if required, must be completed by Altec at an Altec facility. It is estimated to take up-to 16 hours and one person to complete.

Completion and Warranty: The inspection and repair are covered under the Altec Warranty Policy until July 17, 2026. The inspection can be performed by Altec, the customer, or the customer's warranty provider. The repair can only be completed by Altec at an Altec facility. An Altec Mobile Service technician can perform this inspection but is not able to perform this repair. Altec will perform the work for free at an Altec facility. If the customer or the customer's warranty provider performs the inspection, a warranty claim must be submitted to be reimbursed for the cost of the parts and/or labor. Altec will allow up to \$90 for the labor to perform the inspection and torque procedure. Customers are responsible for the travel costs of an Altec Mobile Service technician if the technician performs the inspection 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	1.5 hr (Service) 1 hr (Other)
Repair labor	16.5 hr (Service) 16 hr (Other)
Account #	010.0994.43156.000.9402.000
Travel	Not included
NHTSA code	90
Prime fail P/N	NA
Kit instructions	074900915

Altec Use Only			
Description	Part No.	Qty	Warranty
DT85H lower control valve replacment	991722490	1	Yes

Inspection Procedure: Normal mechanic's hand tools, a torque stripe marker or equivalent, and a torque wrench rated for 30 ft-lbs could be required for this inspection. 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. Open or remove the turntable cover from the right side of the turntable to access the lower control valve (refer to Figure 2). Look for oil leaks between every valve section.

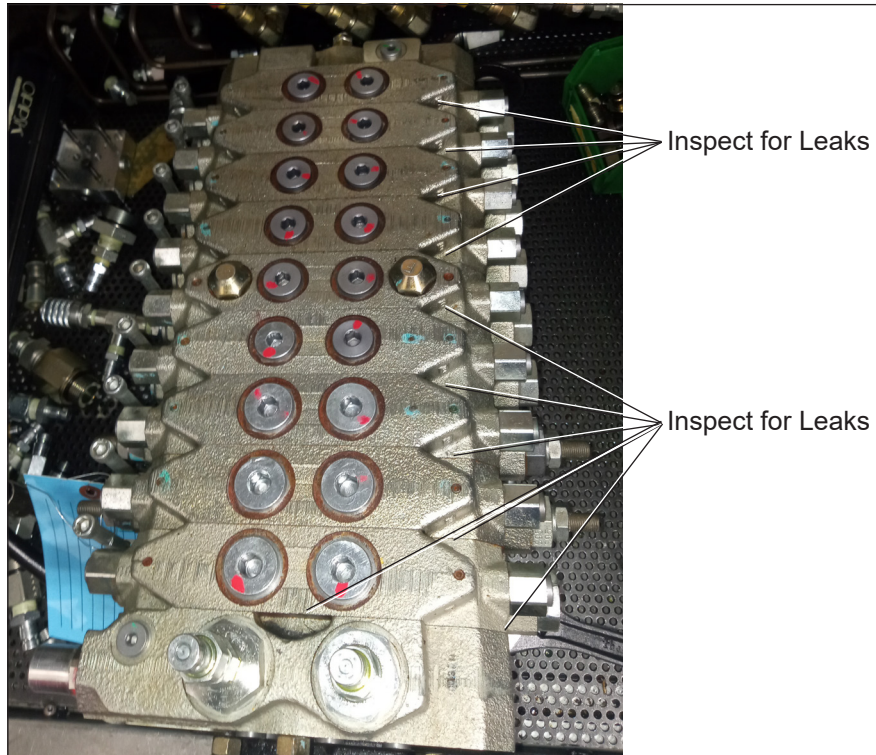


Figure 1 — Lower Control Valve

3. Review the inspection results.
 - If oil is found between any of the valve sections, a replacement valve is required. Proceed to step 4.
 - If there is no oil between the valve sections, the tie rods require torque. Proceed to step 5.
4. Valve replacement is required.
 - a. Put the unit back into service.
 - b. Contact Altec Service to schedule the installation of the kit at an Altec facility. This order will be shipped motor freight.
 - c. Do not complete the Inspection Sheet at the end of this notice or the remaining steps. Completion of the notice will be documented after the vehicle is repaired.

5. Loosen, but do not remove, the mounting fasteners that secure the lower control valve brackets to the vehicle structure (refer to Figure 2).

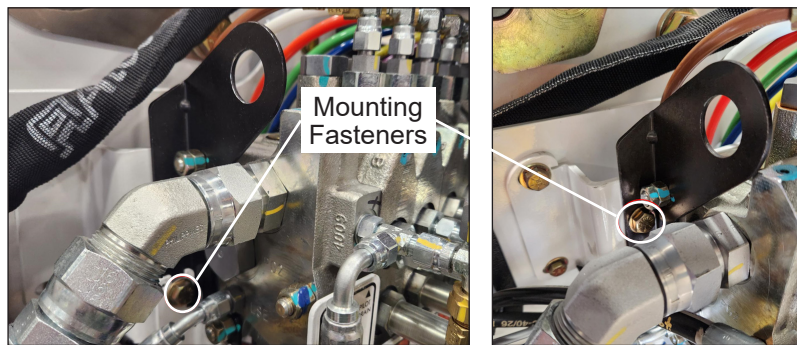


Figure 2 — Lower Control Valve Mounting Fasteners

6. Remove the six jam nuts from the tie rods (refer to Figure 3).

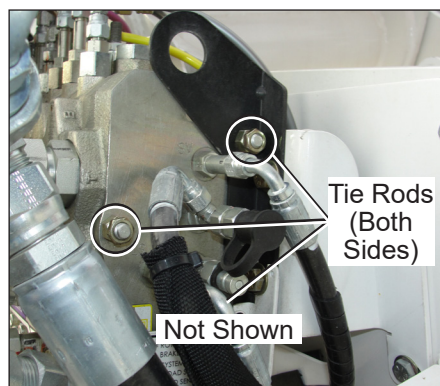


Figure 3 — Lower Control Valve Tie Rods

7. Secure the base nut on one end of the tie rod with a $\frac{1}{16}$ " wrench. Using a 20 ft-lb click torque wrench, carefully torque the base nut on the other end of the tie rod to 20 ft-lbs. Do not overtorque the nut. Repeat this step for each of the three tie rods.



Figure 4 — Torque Tie Rods

8. Install the jam nuts and secure to finger tight.
9. Secure the base nut on one end of the tie rod with a $\frac{1}{16}$ " wrench. Using a 20 ft-lb click torque wrench, carefully torque the jam nut on the same end of the tie rod to 20 ft-lbs. Do not overtorque the nut. Repeat this step for each of the jam nuts.
10. Using a torque stripe marker or equivalent, mark each tie rod nut with a torque stripe.

11. Torque the mounting bolts that secure the lower control valve bracket to the vehicle. This is a standard Grade 8 $\frac{3}{8}$ " bolt. The torque is 26 ft-lbs.
12. Put the unit back into service.
13. Document completion of this notice.
 - Complete the Inspection Sheet at the end of this notice, and return it to Altec.
 - If the inspection was performed by Altec, mark this notice as complete on the Service Request.

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.

*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.



Product Safety



Altec Connect

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.