



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 continued satisfaction with Altec products.

Thank you for your immediate attention on this important matter.



DH Subbase Welds

Units Affected: Certain DH derricks built from July 2016 to December 2023. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that the structural subbase welds could contain stitch welds rather than the required continuous welds on the affected units. This could result in cracks forming in the subbase.

Customer Action: Inspect the subbase welds using the Inspection Procedure beginning on page 2, or contact Altec to perform this inspection and repair. The inspection and repair must be completed within 60 days of receipt of this notice. Warranty for this repair expires September 09, 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 customer or Altec may perform the inspection, but the repair must be completed by Altec. The inspection is estimated to take 1 hour and one person to complete. The repair is estimated to take 54 hours and one person to complete. All welds must be applied by a welder having the AWS 4G qualification for overhead welding on steel.

Completion and Warranty: The inspection and repair are covered under the Altec Warranty Policy until September 09, 2026. The inspection and can be performed by Altec, the customer, or the customer's warranty provider. The repair must be performed by Altec. An Altec Mobile Service technician can perform this inspection but is not able to perform this repair. Altec will perform the repair and perform the inspection and repair 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 \$90.00 for the labor to perform the inspection. 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) 1.0 hr (Other)
Repair labor	54.0 hr (Service) 0.0 hr (Other)
Account #	010.XXXX.43156.000.9419.000
Travel	Not included
NHTSA code	90
Prime fail P/N	N/A
Kit instructions	074900939

Altec Use Only			
Description	Part No.	Qty	Warranty
N/A	N/A	-	N/A

Inspection Procedure: Inspect the complete length, top, and bottom of all specified welds. Use soap and water to clean the welds, if necessary.

Required Tools

- Normal mechanic's hand tools
 - Soap and water
 - Camera or smart device
 - Flashlight
 - Hand mirror
 - Tape measure
1. Read and understand all steps before beginning the procedure. Wear appropriate personal protective equipment (PPE) following your employer's requirements.
 2. 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.
 3. Locate the 4 subbase seams where the subbase tubes are welded to the top and bottom plates of the subbase (refer to Figure 1).

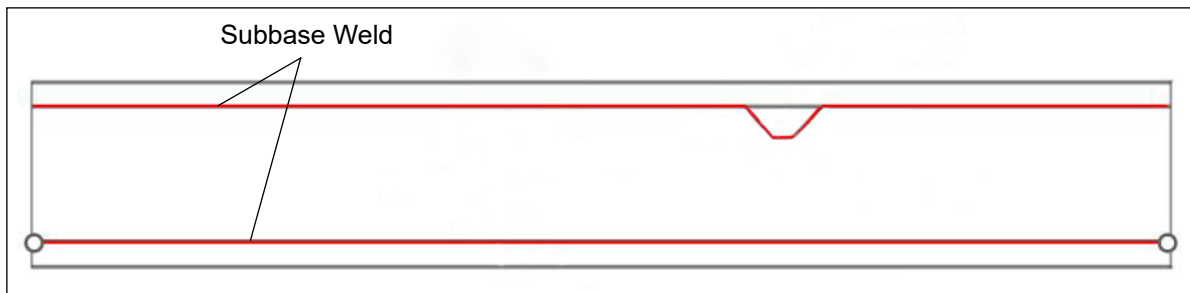


Figure 1 — Subbase Welds Top and Bottom View

NOTICE

Subbases connected with stitch welding may have caulking in the non-welded spaces giving the appearance of continuous welding. Use caution when determining if the subbase is connected with stitch welding or continuous welding.

4. Use a flashlight and a hand mirror to inspect the full length of the welding seams connecting the subbase tubes to the top and bottom subbase plates. If the full seams cannot be accessed, inspect as much of the seams as possible. Confirm if the seams are connected with stitch weld (SW) or continuous weld (CW) (refer to Figure 2). Record the results in Figure 3.

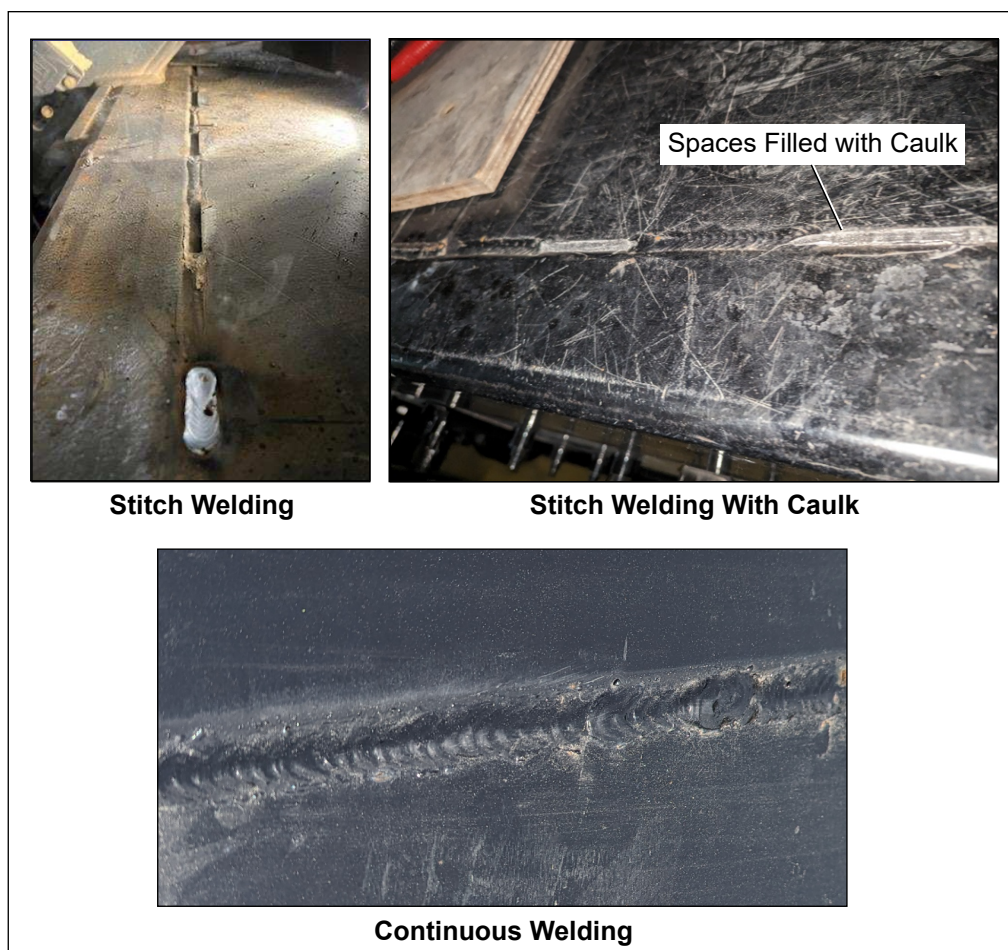


Figure 2 — Welding Examples

5. Review the inspection results from step 3.
 - If all boxes in Figure 3 are marked CW, no further inspection is required. Proceed to step 9.
 - If one or more boxes in Figure 3 are marked SW, further inspection is required. Proceed to step 6.

	Forward of Front Outrigger	Between Front and Rear Outrigger	Behind Rear Outrigger
Street Side Top			
Street Side Bottom			
Curb Side Top			
Curb Side Bottom			

Figure 3 — Subbase Stitch Weld (SW) or Continuous Weld (CW) Inspection Results

6. Inspect the subbase welds for cracking (refer to Figure 4). Position a tape measure alongside any cracks and take pictures. Record the presence of cracks in Figure 5.



Figure 4 — Example of Weld Cracking

	Forward of Front Outrigger	Between Front and Rear Outrigger	Behind Rear Outrigger
Street Side Top			
Street Side Bottom			
Curb Side Top			
Curb Side Bottom			

Figure 5 — Cracking Present in Stitch Weld Inspection Results

7. Locate the unit serial number placard. Note the unit's zone rating tier as tier 1, tier 2, or tier 3 (refer to Figure 6).

Tier Rating
on Unit Placard
(Can be Full Rated,
Tier 1, Tier 2, or Full Tier)

ALtec INDUSTRIES, INC.
210 WENNESS CENTER DRIVE, BIRMINGHAM, ALABAMA 35242 U.S.A.
MODEL: DH45
SERIAL NO: 1020

This unit complies with ANSI A10.31 as of manufacture. It is the responsibility of dealers, owners, users, operators, lessors, brokers, and installers to comply with appropriate ANSI A10.31.

Values shown in Load Capacity Chart at left must be amount shown below for each option which is mounted. TRANS FLARES ON EXTENDED UPPER BOOM... 120 LB. PLATFORM AT BOOM TIP... 125 LB. LINER... 40 LB. 4" MATERIAL HANDLING JIB (ANY MODEL)... 120 LB. 8" PERSONNEL JIB WITH NO PLATFORM... 160 LB. 8" PERSONNEL JIB WITH 1 PLATFORM... 350 LB. 10" PERSONNEL JIB WITH 2 PLATFORMS... 550 LB. 10" MATERIAL HANDLING JIB... 170 LB.

Read and understand all operating and safety information manual and on all placards before operating this unit. Do not have manual, or if placards are missing/unread, please call 1-877-462-5362 for assistance. See adjacent placard for notes 1 thru 6 which are referenced on this placard.

INCLUDED OPTIONS:
4" MATERIAL HANDLING JIB
8" MATERIAL HANDLING JIB
8" PERSONNEL JIB
10" MATERIAL HANDLING JIB

MAXIMUM HYDRAULIC PRESSURE SETTING: 3
ELECTRICAL CONTROL VOLTAGE: 12 VDC
OPERATING TEMPERATURE: 20°F TO 120°F

Figure 6 — Unit Tier Rating

8. Review the inspection results.
- If there is no cracking in the stitch welds, the inspection is complete. Proceed to step 10.
 - If cracking is present in the welds, further direction is required while the unit waits for repair. Proceed to step 11.
9. No repair is required.
- Put the unit back into service.
 - Complete the Inspection Sheet at the end of this notice, and return it to Altec, or use the QR code on page 6 to submit a completion. If the inspection was performed by Altec, mark this notice as complete on the Service Request.
 - Do not complete the remaining steps in this notice.

10. Repair is required.

- a. Put the unit back into service.
- b. Complete and submit the Subbase Inspection form beginning on page 6 using one of the following methods. Include all pictures taken in step 6. Altec will contact you to schedule the repair.
 - Submit the form using the link or QR code.
 - Email the Subbase Inspection form.
- c. Do not complete the remaining step in this notice.

11. Further direction is required.

- a. Contact Altec Technical Support at 1-877-GO ALTEC (1-877-462-5832) for further direction.
- b. Take the unit out of service.
- c. Complete and submit the Subbase Inspection form beginning on page 6 using one of the following methods. Include all pictures taken in step 6.
 - Submit the form using the link or QR code.
 - Email the Subbase Inspection form.

SIL-3157 Evaluation Form

[Click here or scan the QR code below to submit this form digitally.](#)



If not submitting the form digitally, complete this form manually, scan it, and email it to SIL-3157@altec.com. Include SIL-3157 Inspection Results in the subject line.

Unit Owner: _____ Unit Serial Number: _____

Technician Name: _____ Technician Phone: _____

SR Number: _____ Inspection Date: _____

Inspection Results

Is the unit primarily used in a city or rural environment? _____

Are the subbase seams connected using stitch weld or continuous weld (step 4)? _____

Are there any cracks in the stitch welds (step 6)? _____

Note where the subbase is cracked (step 6). Include all pictures in the email or form and in the SR.

	Forward of Front Outrigger	Between Front and Rear Outrigger	Behind Rear Outrigger
Street Side Top			
Street Side Bottom			
Curb Side Top			
Curb Side Bottom			

What is the zone tier rating of the unit (step 8)? _____

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*

*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.