



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.



Lower Boom Pressure Limiter Relief Pressure — Testing and Adjustment

Units Affected: Certain DT65-E units built from October 2021 to May 2024. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that the lower boom pressure limiter relief pressure could have been set lower than what the unit is rated. As a result, the unit might not demonstrate its maximum capacity while lifting a load, causing user dissatisfaction.

Customer Action: Test and adjust the lower boom pressure limiter relief pressure at the next scheduled maintenance interval or within one year of receipt of this notice. Warranty for this work expires September 12, 2025. The Testing and Adjustment Procedure is included on page 2.

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 testing and adjustment is estimated to take 30 minutes and one person to complete.

Completion and Warranty: The inspection and repair are covered under the Altec Warranty Policy until September 12, 2025 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 for the labor to perform the work. 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	1 hr (Service); 0.5 hr (Other)
Repair labor	NA
Account #	010.0994.43156.000.9466.000
Travel	Not included
NHTSA code	90
Prime fail P/N	NA
Kit instructions	NA

Altec Use Only			
Description	Part No.	Qty	Warranty
NA	-	-	-

Testing and Adjustment Procedure: Normal mechanic's hand tools, a 4,000 psi pressure gauge, and an Allen wrench set are required for this work.

A second person or a ¼" extension hose (10' or longer) rated for 4,000 psi with male and female diagnostic quick disconnect fittings will limit the amount of walking back and forth from the lower valve to the controls during adjustment and testing.

NOTICE

To prevent inaccurate pressure readings and adjustments, the margin pressure, pump maximum pressure, and system pressure must be set before testing and adjusting the main system relief pressure valve.

1. Read and understand all steps of the instructions 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 engage the power take-off (PTO). Chock the wheels, and properly set the outriggers.
3. Operate the unit to warm the oil in the hydraulic system to 120 degrees Fahrenheit. Cold oil can result in a pressure limiter setting that is too low for normal operation.
4. Disengage the PTO, and turn off the engine. Remove the key from the ignition, and secure it following your employer's vehicle lockout/tagout procedure.



WARNING

Death or serious injury can result from hydraulic oil being injected into the flesh when loosening or disconnecting hydraulic components. Remove the pressure before loosening or disconnecting hydraulic components.

Seek immediate medical attention if injured by escaping hydraulic oil. Serious infection or reaction can result if medical treatment is not given immediately.

Spilled hydraulic oil creates slick surfaces and can cause personnel to slip and/or fall. Keep the unit and work areas clean.

5. Remove the cover on the right side of the turntable as viewed from the boom tip to access the lower control valve (refer to Figure 1).
6. Connect the pressure gauge to the load sense test port quick disconnect on the lower control valve. If you are using an extension hose, connect one end to the pressure gauge and one end to the load sense test port disconnect.

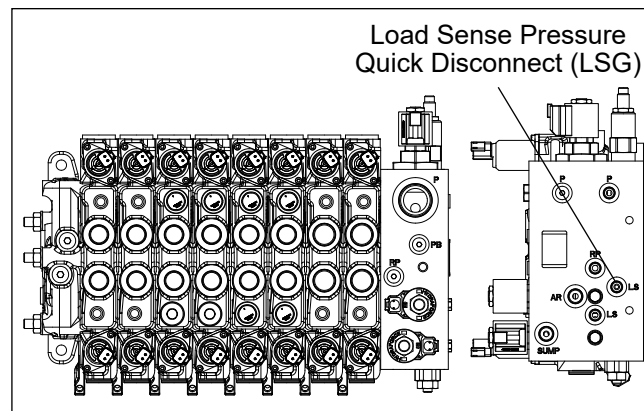


Figure 1—Lower Control Valve

7. Start the engine, and engage the PTO.
8. From the lower controls, fully raise the boom. When the boom has moved to the fully raised position, the gauge will read the pressure limiter pressure setting. Note the value the pressure gauge indicates as the boom function is held at the fully raised position.
9. Review the pressure limiter pressure setting.
 - If the pressure gauge indicates the proper value of 2,600 to 2,700 psi, proceed to step 17.
 - If the pressure gauge does not indicate 2,600 to 2,700 psi, proceed to step 10.
10. Disengage the PTO, and turn off the engine.
11. Using a 3 mm Allen wrench, remove the plug from the lower boom extension pressure limiter cartridge (refer to Figure 2). The pressure limiter could be on either the top or front of the valve body.

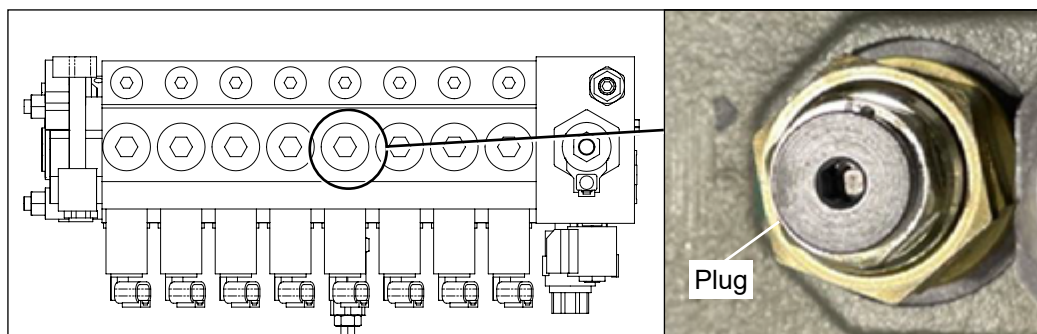
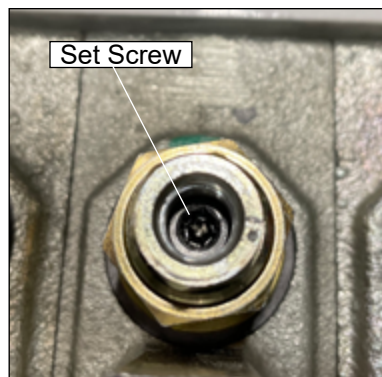


Figure 2 — Lift Cylinder Extend Pressure Limiter Location and Plug

12. Using a 17 mm Allen wrench, turn the pressure limiter setscrew clockwise to increase the relief pressure (refer to Figure 3). Begin with a small adjustment, approximately $\frac{1}{8}$ " of a turn, as the sensitivity of the setscrew will vary from unit to unit.
13. Install the plug on the lower boom pressure limiter cartridge (refer to Figure 2).



**Figure 3 —
Pressure Limiter Set Screw**

14. Start the engine, and engage the PTO.
15. Lower the boom approximately 15 degrees, then fully raise the boom. Note the value the pressure gauge indicates as the boom function is held at the fully raised position.
16. Review the test results.
 - If the pressure gauge does not indicate 2,600 to 2,700 psi, repeat steps 10 through 15 until the pressure limiter relieves pressure between 2,600 and 2,700 psi
 - If the pressure gauge indicates a value in the allowable range (2,600 to 2,700 psi), repeat the lowering and raising cycle until the pressure gauge reads the proper value three times consecutively. Proceed to step 15.
17. Stow the boom, and retract the outriggers. Disengage the PTO, and turn off the engine.
18. Disconnect the pressure gauge.
19. Install the turntable cover.
20. Put the unit back into service.
21. Complete the Inspection Sheet at the end of this notice, and return it to Altec. If the inspection was performed by Altec, mark the SIL as complete on the Service Request.

INSPECTION AND REPAIR SHEET

Complete this form and submit it to Altec to document a completed inspection that results in no repair or a repair that did not require a parts kit to complete.

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.