



Customer Outreach
PO Box 8338
Saint Joseph, MO 64508

product.safety@altec.com
altec.com/altec-connect/

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.



Under-Body Lights — Add Fuse

Units Affected: Certain DL, DM, AN, and L Series units built from May 2019 to April 2023. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that the under-body lights on affected units require updated wiring with a larger fuse to prevent a blown fuse during max amp draw.

Customer Action: Contact Altec to have the wiring updated within 120 days of receipt of this notice. Completing this work will keep the fuse for the under-body lights from blowing at max amp draw. Warranty for this repair expires June 12, 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 2 hours and 1 person to complete.

Completion and Warranty: The repair is covered under the Altec Warranty Policy until June 12, 2026 and can be performed by Altec. Altec will perform the work for free at an Altec facility. 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:

Phone: 1-877-GO ALTEC (1-877-462-5832) — Altec Connect Customer Portal: altec.com/altec-connect/

Altec Use Only	
Inspection labor	NA
Repair labor	2.5 hr (Service); 2.0 hr (Other)
Account #	010.XXXX.43156.000.9546.000
Travel	Not included
NHTSA code	90
Prime fail P/N	970290830
Kit instructions	991936679

Altec Use Only			
Description	Part No.	Qty	Warranty
Under-body light fusing kit	991936744	1	Yes