



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.



King Pin Towing Rating

Units Affected: Certain DL derricks built from August 2005 to October 2024. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that the king pin towing capacity placard may not be installed on the affected units. This could lead to unintentional overloading which could result in cracks or deformations to the king pin assembly. Altec has had no reports of this issue occurring. This area should be inspected regularly as outlined in the Welds and Fasteners subsections in Section 4 of the unit’s Maintenance and Parts Manual.

Customer Action: Immediately install the King Pin Capacity Placard Kit, part number 991892757, included with this notice. Completing this work will inform the operator of the unit’s correct 12,000 lbs towing capacity and prevent unintentional overload damage to the king pin assembly.

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: Install the placard upon receipt using the procedure beginning on page 2. The installation is estimated to take 30 minutes and 1 person to complete.

Completion and Warranty: There is no warranty for the installation of this placard. This notice has been marked complete upon mailing.

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	0.0 hr (Service); 0.0 hr (Other)
Repair labor	0.0 hr (Service); 0.0 hr (Other)
Account #	N/A
Travel	Not included
NHTSA code	90
Prime fail P/N	N/A
Kit instructions	N/A

Altec Use Only			
Description	Part No.	Qty	Warranty
King pin capacity placard kit	991892757	1	No

Installation Procedure

Required Tools

- Normal mechanic's hand tools
- Rivet gun
- Hand drill with a #11 bit

King Pin Capacity Placard Kit

- 1 991881425 King Pin capacity rating placard
- 4 879190012 Rivet

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 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. On the street side rear of the vehicle, identify the installation area (refer to Figure 1).
 - If there are 4 existing holes where the rivets can be installed, proceed to step 5.
 - If there are no existing holes installed, proceed to step 4.

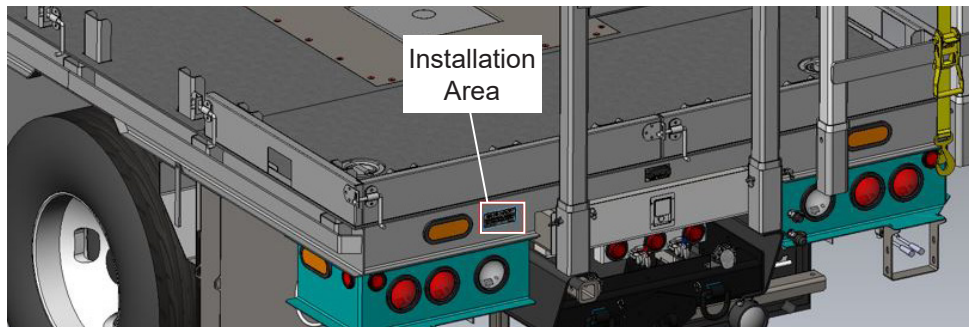


Figure 1 — Placard Installation

4. Use a hand drill to drill holes on the body to align with the provided placard's installation holes.
5. Use a rivet gun and the provided rivets to install the king pin capacity placard.
6. Put the unit back into service.