



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.



Incorrect Gross Weights Placard

Units Affected: Various units built from December 2021 to February 2025. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that the gross vehicle weight rating (GVWR) and gross axle weight rating (GAWR) placard on the door jamb lists the incorrect weights on the affected units. This could lead to unintentional overloading which could result in damage to the vehicle.

Customer Action: Contact Altec to install the GVWR/GAWR Placard Kit, part number 991922703. The unit or final assembly serial number is required to order this kit as the placards are unit specific. Completing this work will inform the operator of the correct vehicle ratings. Warranty for this repair expires July 1, 2027.

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 installation is estimated to take 10 minutes and 1 person to complete. This repair must be completed by Altec.

Completion and Warranty: The repair is covered under the Altec Warranty policy until July 1, 2027 and must be performed by Altec. 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	0.0 hr (Service); 0.0 hr (Other)
Repair labor	0.67 hr (Service); 0.0 hr (Other)
Account #	010.0857.43156.000.9530.000
Travel	Not included
NHTSA code	90
Prime fail P/N	N/A
Kit instructions	074900985

Altec Use Only			
Description	Part No.	Qty	Warranty
GVWR/GAWR placard	991922703	1	Yes