



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.



Cord Reel Guard Installation

Units Affected: Certain DM-E and DH derricks built from 2021-2025. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that hydraulic hoses on these units can come into contact with the cord reel, causing the reel to stick. This can cause the pole guides to become inoperable.

Customer Action: Depending on the model of the unit, order and install one of the Derrick Cord Reel Guard Kits below, or you can schedule the installation of a kit by Altec. Completion of this repair prevents unit downtime caused by interference between the hydraulic hoses and the hose reel. Complete this repair by the next preventive maintenance cycle or within 90 days of receipt of this notice, whichever comes first. Warranty for this repair expires January 8, 2027.

- DM-E derrick cord reel guard installation kit - 992016702
- DH derrick cord reel guard installation kit - 992000053

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 30 minutes and 1 person to complete.

Completion and Warranty: The inspection and repair are covered under the Altec Warranty Policy until January 8, 2027 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 repair. 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	1.0 hr (Service); 0.5 hr (Other)
Account #	010.1092.43156.000.9567.000
Travel	Not included
NHTSA code	90
Prime fail P/N	991556914
DM-E kit instructions	992013186
DH kit instructions	992013189

Altec Use Only			
Description	Part No.	Qty	Warranty
DM-E derrick cord reel guard installation kit	992016702	1	Yes
DH derrick cord reel guard installation kit	992000053	1	Yes