



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.



Chelsea PTO Valve Cap Replacement — 281 and 890 Series

Units Affected: Certain units equipped with a Parker Chelsea 281 or 890 PTO built from January 2025 to December 2025. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has received notification from Parker Chelsea, the manufacturer, of an issue with some of their 281 and 890 Series PTOs. An unintended restriction in lubrication flow may produce elevated back pressure in cold-start scenarios, leading to partial engagement of the clutch. Once the vehicle reaches normal operating temperature, the clutch drag will abate. In extreme cases, repeated cold starts may result in clutch disk damage and failure to engage when activated.

Customer Action: Order the valve cap replacement kit, part number 992068328, or contact Altec to complete this work by the next preventive maintenance cycle or within 60 days of receipt of this notice, whichever comes first. If your unit has two PTOs, order two kits.

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: Each valve cap replacement is estimated to take 2 hours and 1 person to complete. If the unit requires a PTO replacement (only if the PTO is non-functional), it is estimated to take 3 hours and 1 person to complete.

Completion and Warranty: The repair is covered under the Altec Warranty Policy until April 28, 2028 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 \$135 per valve cap replacement and up to \$225 for a PTO replacement. 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	0.0hr (Service); 0.0 hr (Other)
Repair labor	Valve cap replacement only 2.0 hr (Service); 1.5 hr (Other) PTO replacement 3.0 hr (Service); 2.5 hr (Other)
Account #	010.0XXX.43156.000.9613.000
Travel	Not included
NHTSA code	90
Prime fail P/N	Multiple
Kit instructions	991995183

Altec Use Only			
Description	Part No.	Qty	Warranty
Replacement Kit	992068328	1	Yes