



210 Inverness Center Parkway
Birmingham, AL 35242

Telephone: 205-991-7733
Facsimile: 205-991-9993
www.altec.com

This notice applies to your vehicle. See attached serial number list.

Dear Altec Owner,

Altec Industries, Inc. has developed a product improvement 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 SIL for the items covered under the Altec warranty policy.

Compare the serial number of your unit to the included list of affected units to verify that your unit is affected. You may also contact Altec at 1-877-GO ALTEC (1-877-462-5832) with your unit's serial number to determine if there are any other outstanding notices.

If you have sold or retired the unit, please call Altec at 1-877-GO ALTEC (1-877-462-5832) to update the records.

We regret this inconvenience; however, we are taking this action in the interest of your safety and continued satisfaction with Altec products.

Thank you for your immediate attention on this important matter.

Service Information Letter

August 13, 2021

Units Affected: 2017-2020 Ford F350/F450/F550 chassis with Timbren springs installed (Verify that your unit serial number is affected by reviewing the attached list in this SIL or by accessing your fleet on connect.altec.com/login)

Timbren Springs Inspection

Altec is committed to providing our customers with safe and reliable products from initial delivery throughout the useful life of the unit.

The affected units were manufactured with Timbren Springs installed near the chassis front coil springs. Altec has discovered that the Timbren springs can loosen over time and may eventually become disconnected.

Altec requires the Timbren springs to be inspected no later than the next preventive maintenance interval or 90 days from the receipt of this SIL, whichever comes first. The Inspection Procedure begins on page 2. Missing Timbren spring(s) must be replaced. Order the replacement part(s) as described in the Inspection Procedure. Loose Timbren springs must be secured using the Repair Procedure for Loose Timbren Springs beginning on page 3.

This inspection and repair are covered under the Altec Warranty Policy 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 \$22.50 for the labor to perform the inspection, up to \$45 for the labor to perform the repair on one side, and up to \$67.50 for the labor to perform the repair on both sides.

Call 1-877-GO ALTEC (1-877-462-5832) option 3 to schedule the work to be done by an Altec Mobile Service technician or option 2 to schedule the work to be done at an Altec facility. Customers are responsible for the travel costs of an Altec Mobile Service technician if the technician performs the inspection and/or repair at the owner’s location.

Altec Use Only	
Inspection labor	0.25 hr
Repair labor	0.5 hr for 1 spring, 0.75 hr for both springs
Account #	010.0557.43151.634.0000.000
Travel	Not included
NHTSA code	02
Prime fail P/N	N/A
Doc ref	074900772

Altec Use Only			
Parts Kit	Part No.	Qty	Warranty
Timbren spring replacement kit	991340249	1 or 2	Yes

Inspection Procedure

The purpose of this inspection is to ensure that two front rubber springs are in place and secured tightly on the chassis. No tools are required for this procedure. Read and understand all steps of the instructions before beginning the procedure.

1. 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. Chock the rear wheels. Follow your employer’s vehicle lockout/tagout procedure.

Part A – Inspect for Missing Timbren Springs

2. Look for a rubber spring located between the chassis frame rail and the axle near the front coil spring at both the street side and the curb side of the chassis (refer to Figure 1). If a yellow cone-shaped rubber spring is present on both sides (refer to Figure 2), no further inspection is needed. Proceed to the Completion Procedure with Two Rubber Springs.

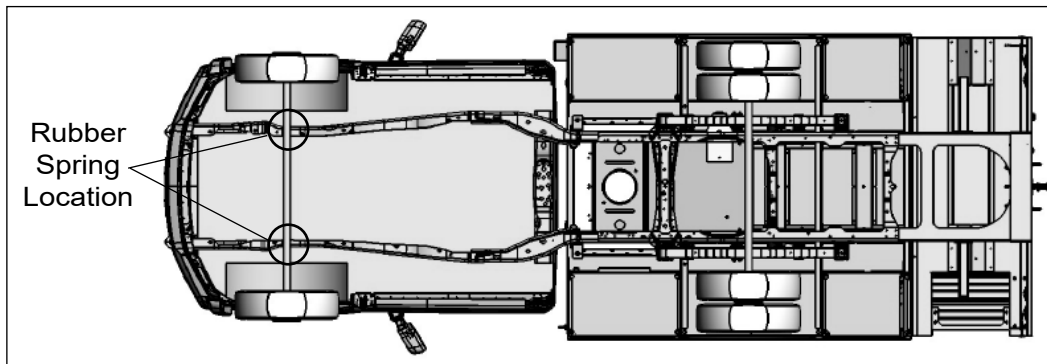


Figure 1 – Under Chassis View



Figure 2 – Yellow Cone Spring Installation

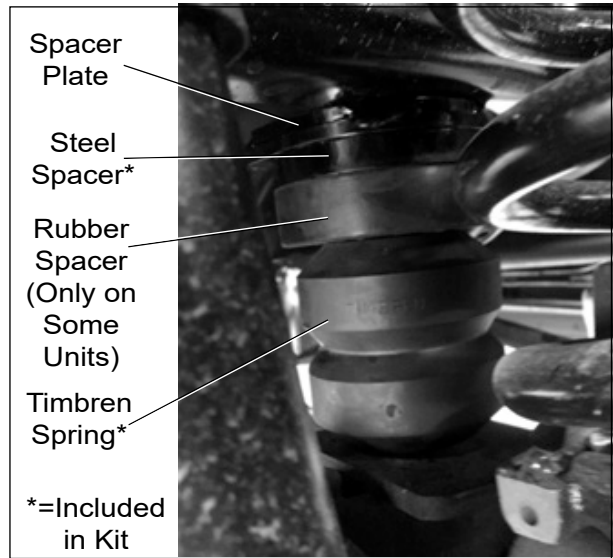


Figure 3 – Black Timbren Spring Installation

3. If both black Timbren springs are missing (refer to Figure 3), call 1-877-GO ALTEC (1-877-462-5832) option 1 and order two Timbren Spring Replacement Kits, part number 991340249. Proceed to the Completion Procedure with Missing Timbren Spring(s)

- If one black Timbren spring is missing, call 1-877-GO ALTEC (1-877-462-5832) option 1 and order one Timbren Spring Replacement Kit, part number 991340249.

Part B – Inspect for Timbren Spring Tightness

- Check each Timbren spring for tightness (no movement) by attempting to rotate it by hand in the clockwise direction as viewed from below.
 - If spring movement is detected, proceed to the Repair Procedure for Loose Timbren Springs.
 - If both springs are tight, proceed to the Completion Procedure with Two Rubber Springs.

Repair Procedure for Loose Timbren Springs

Loctite 262 threadlocker, a hydraulic jack with a 6-ton minimum lifting capacity, and jack stand with a 6-ton minimum load rating are required for this procedure. No other tools are needed. Read and understand all steps of the instructions before beginning the procedure.

- 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. Chock the wheels. Follow your employer's vehicle lockout/tagout procedure.
- Place the jack under the chassis frame on the side with a loose Timbren spring. If both Timbren springs are loose, start on either side.
- Raise the vehicle with the jack until the axle hangs freely on that side. Properly support the vehicle with the jack stand.
- Remove the loose Timbren spring from the threaded fastener by turning it counterclockwise as viewed from below. Remove the spacer(s) from the threaded fastener and place it (them) on the ground in the same orientation as removed.
- Check if the spacer plate is tight against the chassis frame by trying to rotate it by hand. If it moves, tighten the spacer plate mounting cap screw to secure the plate firmly to the chassis frame.

- Apply Loctite 262 threadlocker in a continuous strip from top to bottom on the threads of the Timbren spring mounting fastener below the spacer plate (refer to Figure 5).

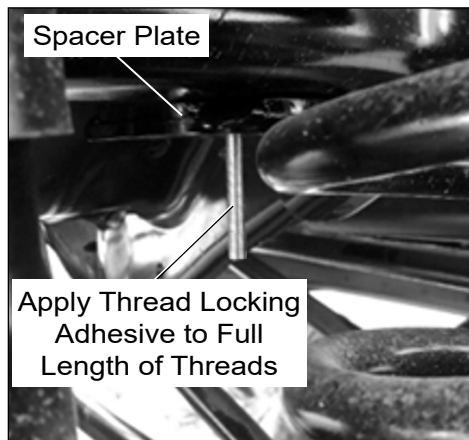


Figure 5 – Preparing Timbren Spring Mounting Fastener

- Install the spacer(s) and Timbren spring on the mounting fastener in the original orientation, (refer to Figure 6). Tighten it by hand by turning it clockwise as viewed from below until it bottoms out against the spacer and cannot be rotated any farther. No tools are required.

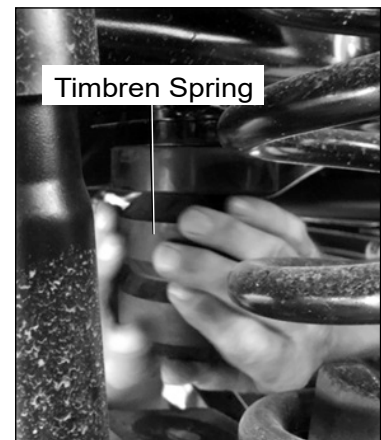


Figure 6 – Installing Timbren Spring

8. Use the jack to raise the vehicle off the jack stand, remove the jack stand, and lower the vehicle back to the ground.
9. Repeat steps 2 through 8 if the Timbren spring on the other side is loose.
10. If both Timbren springs are present, proceed to the Completion Procedure with Two Rubber Springs.
11. If one Timbren spring is missing, proceed to the Completion Procedure with Missing Timbren Spring(s).

Completion Procedure with Two Rubber Springs

1. Put the unit back into service.
2. Complete the Inspection Sheet at the end of the SIL and return it to Altec.

Completion Procedure with Missing Timbren Spring(s)

1. Put the unit back into service.
2. Do not complete the Inspection Sheet at the end of the SIL. A separate reply card will be provided with the Timbren Spring Replacement Kit to document the completion of the SIL..

SIL 819 Timbren Springs Inspection Sheet

Complete this form and return to Altec to document inspection completion.

Choose one of these options.

- Online through the customer portal – Altec Connect*
Sign in or Register for an account at www.altec.com/altec-connect/
 1. Select Equipment
 2. Select Altec Product Notices
 3. Select Report a Completed APN
- Scan and Email to product.safety@altec.com
- FAX to 1-877-659-9929



To login to your existing Altec Connect account, scan here with your smart phone!

*Customer performed warranty can be submitted online for reimbursement through Altec Connect.

Model	Altec Unit Serial Number	Date Inspected

Company Name: _____ Phone _____

Service Company Name: _____ Phone: _____

Company Contact: _____

Company Street Address: _____

City _____ State: _____ ZIP Code: _____

Signature: _____

Submission of this form does not order parts or schedule service from Altec.

If the customer or the customer’s warranty provider performs the repair, a warranty claim must be submitted to be reimbursed for the cost of the parts and/or labor through Altec Connect.

For more information or to schedule the work to be done by an Altec Service technician, call:
1-877-GO ALTEC (1-877-462-5832)

Make copies of this form for additional units if needed.