



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.



Altec Industries, Inc.  
Southern Operations  
Burnsville, AL

SIL 805

# Service Information Letter

May 24, 2021

Units Affected: Certain TS20-4P units built from 2019 to 2021. (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](http://connect.altec.com/login))

## Levelwind Fairleads - Replacement

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

Altec has learned the affected units have fairlead rollers that do not consistently rotate freely. This operation can cause damage to the ropes.

Altec requires that the levelwind fairleads be replaced within 60 days of receiving this notice. Order the levelwind fairleads replacement kit, part number 991288265, by calling 1-877-GO ALTEC (1-877-462-5832), option 1 for Parts, or contact Altec to schedule the work to be completed.

The repair is covered under the Altec Warranty Policy and can be performed by Altec, the customer, or the customer's warranty provider. Altec will perform the repair for free at an Altec facility. 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. Altec will allow up to \$135 for the labor to perform the repair. Call 1-877-GO ALTEC (1-877-462-5832) to schedule the work to be done by an Altec service technician. Customers are responsible for the travel costs of an Altec Mobile Service technician if the technician performs the inspection and repair at the owner's location.

Altec Use Only	
Inspection labor	0.0 hr
Repair labor	1.5 hr
Account #	010.1067.43151.654.0000.000
Travel	Not included
NHTSA code	98
Prime fail P/N	N/A
Doc ref	074900769

Altec Use Only			
Kit Description	Part No.	Qty	Warranty
SIL 805, levelwind fairleads kit	991288265	1	Yes