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August 21, 2012

Dear Altec Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act, and Canada Motor Vehicle Safety Act.

Altec Industries, Inc. has decided that a defect which relates to motor vehicle safety exists in units mounted on Navistar TerraStar chassis equipped with front axle torsion bars. These units may have steering concerns, in that as the vehicle hits bumps, it may deviate from the intended line of travel, increasing the risk of a crash.

Refer to CSN 560 for parts, labor and travel covered under the warranty policy. Altec will supply, free of charge, the necessary parts to correct this condition.

In order to determine if your unit is affected by CSN 560, compare the description of the chassis of your unit with the units described on the CSN. The repair will be performed by Altec. You may contact Altec at 1-877-GO-ALTEC (1-877-462-5832) for further assistance.

For US owners: after contacting Altec, if you are still not able to have the safety condition remedied within a reasonable time, you may write to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, DC 20590 or call 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.

For Canadian Owners: if you are still not able to have the safety condition remedied by your dealer within a reasonable time, please contact Altec Customer Service at 1-877-GO-ALTEC (1-877-462-5832).

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 recall. If you have sold or retired the unit please call Altec at 1-877-GO-ALTEC (1-877-462-5832) so the records may be changed.

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 are sorry to cause 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.

Customer Service Notice

Date: August 21, 2012

Units Affected: All Units Mounted on Navistar TerraStar Chassis
and Equipped with Front Axle Torsion Bars

Navistar TerraStar Chassis Torsion Bar Upgrade

Some customers have had concerns on the Navistar TerraStar chassis described above reporting a vague feeling at the center position of the steering wheel and also bump steer causing the vehicle to be sensitive to bumps in the road. Altec investigation has found that an increase in ride height resulting from the installation of the torsion bar on the front axle is the primary cause of these concerns.

A new design torsion bar mounting bracket has been developed for the installation of the torsion bar on the front axle. This new bracket addresses the ride height issue that resulted from the original torsion bar installation. The installation of this new bracket, along with the installation of a set of Timbren bump stop-style rubber springs, should remedy the reported concerns.

Altec will be contacting customers to arrange an appointment to install the updated bracket and the spring kit on the affected units. Customers can continue to use the trucks until the updates are performed as long as the drivers are comfortable with the characteristics of the vehicle. Notify Altec immediately and stop use of any units that have undesirable characteristics causing the operators to be uncomfortable driving them. Call Tech Support at 1-877-GO ALTEC (1-877-462-5832), prompt 4, to report any concerns or to request further information.

Contact the chassis manufacturer if there are further concerns after the update is installed.