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IMPORTANT SAFETY RECALL

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

NHTSA Safety Recall No. 18V-434

August 20, 2018

Dear Altec Owner,

This notice is sent to you in accordance with 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 certain AT37-G Units equipped with JEMS units and installed on a Dodge 4500 or 5500 diesel chassis. These units have a lead acid battery disconnect that can have an electrical short under certain conditions. The electrical short can possibly cause a chassis fire resulting in death or serious injury.

Refer to CSN 688 for the items covered under the warranty policy. Altec will supply, free of charge, a replacement bracket to correct this condition.

In order to determine if your unit is affected by CSN 688, compare the serial number of your unit with the list of affected units attached to the CSN. The repair can be performed by the customer or you may contact Altec at 1-877-GO-ALTEC (1-877-462-5832) for further assistance. The repair is expected to take 2 hours to complete.

At any time, you may 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.

For US owners: after contacting Altec, if you are still not able to have the safety condition remedied without charge and within a reasonable time, you may submit a complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, DC 20590 or call toll-free 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 20, 2018

Units Affected: JEMS 2, JEMS 4, or JEMS 6 installed on Dodge 4500/5500 Diesel Chassis
(see attached list)

Lead Acid Battery Disconnect Plate Replacement

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

A lead acid battery disconnect is installed in the engine compartment of the chassis as part of the JEMS system. Altec has discovered that the battery hot stud on the lead acid disconnect plates on the Dodge diesel chassis can make contact with a chassis ground such as the hood. The stud location on the disconnect brackets did not allow for enough clearance in all mountings. It was also found that cable routing associated with the bracket had a potential wear point with the mounting hardware. Either of these conditions can cause an electrical short resulting in an engine or chassis fire. **Death or serious injury can result from a fire.**

Altec requires that both lead acid battery disconnects (refer to Figures 1 and 2) be replaced on all affected chassis at the next service interval but no longer than 60 days after receiving this CSN. Order the Lead Acid Battery Disconnect Bracket Kit, part number 990699917, by calling 1-877-GO ALTEC (1-877-462-5832).



Figure 1 — Driver Side Mounting

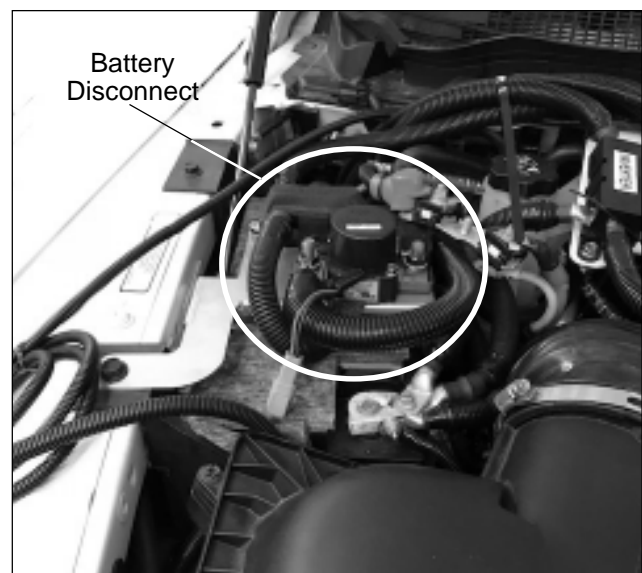


Figure 2 — Passenger Side Mounting

This 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. 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 \$180 for the labor to perform this repair. There is no warranty reimbursement for the inspection. 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 or repair at the owner's location.