



Customer Outreach  
PO Box 8338  
Saint Joseph, MO 64508

product.safety@altec.com  
connect.altec.com/login

Phone 1-877-GO ALTEC

## IMPORTANT SAFETY RECALL

**This notice applies to your vehicle. Refer to the provided list.**

**NHTSA Recall Number:** 24V439

**Altec Identifier:** CSN-3170

August 9, 2024

Dear Altec Owner,

For US owners, this notice is sent to you in accordance with the *National Traffic and Motor Vehicle Safety Act*. For Canadian owners, this notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

Altec Industries, Inc. has decided that a defect which relates to motor vehicle safety exists in certain Altec units mounted on Freightliner M2 Plus Chassis model year 2023 to 2025. These units could have marker lights behind the chassis cab and trailer lights at risk of becoming inoperable if a trailer is plugged into the unit's trailer receptacle, **increasing the risk of death or serious injury**.

Refer to the included notice for the items covered under the Altec Warranty Policy. If you had this repair performed before you received this notice, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall.

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.

The inspection and repair, consisting of determining if the tail light module is installed and installing if not, can be performed by the customer, or you may contact Altec for further assistance. The inspection is expected to take less than 15 minutes to complete. The repair is expected to take 30 minutes to complete. Parts may not be immediately available due to supplier backorder. All work will be performed at no charge to the customer when presented for repair.

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.

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.

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.

## Tail Light Module Inspection on Freightliner M2 Plus Chassis

**Units Affected:** Certain Altec units mounted on Freightliner M2 Plus Chassis model year 2023 to 2025. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

**Background:** Altec has learned that the affected units could be missing a tail light module in the trailer lighting circuit. This could lead to an overload of the circuit when a trailer is attached, causing the marker lights behind the chassis cab and trailer lights to not operate.



**WARNING**

**Death or serious injury could result from a vehicle crash. The chassis lighting circuit can become overloaded and not operate, resulting in reduced visibility to other motorists and failure to meet the Federal Motor Vehicle Standard for lighting. Install a tail light module if it is missing.**

**Customer Action:** Inspect for a tail light module according to the Inspection Procedure beginning on page 2 within 30 days from receipt of this notice. If required, order and install the Tail Light Module Kit, part number 991781109. Do not operate the unit with a trailer until the kit is installed.

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:** The inspection is estimated to take less than 15 minutes and one person to complete. The repair is estimated to take 30 minutes and one person to complete.

**Completion and Warranty:** The 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 and up to \$45 for the labor to perform the repair. Customers are responsible for the travel costs of an Altec Mobile Service technician if the technician performs the work at the owner’s location.

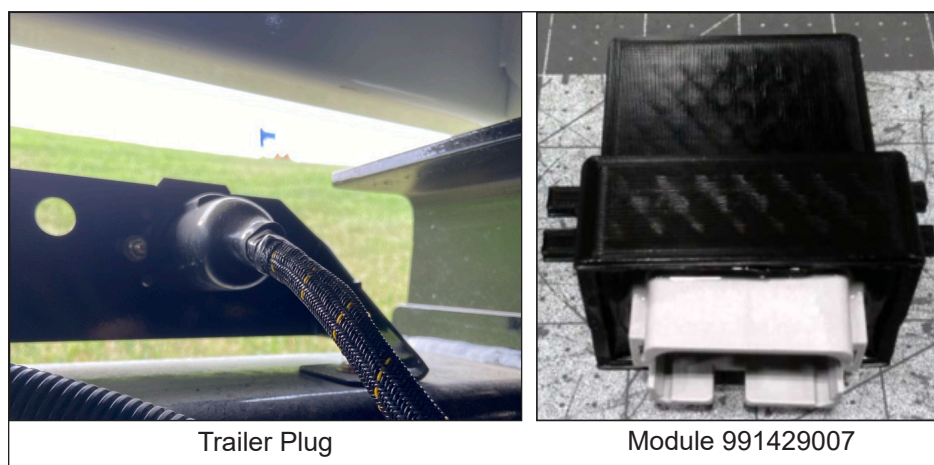
**Altec Contact Info:** Altec Connect: [connect.altec.com/login](https://connect.altec.com/login)  
Phone: 1-877-GO ALTEC (1-877-462-5832) | Options: 1 - Parts; 2 - Shop Service; 3 - Mobile Service; 4 - Technical Support; 5 - Global Rental Service Request; 6 - Chassis Repair

Altec Use Only	
Inspection labor	0.75 hr (Service); 0.25 hr (Other)
Repair labor	1.0 hr (Service); 0.5 hr (Other)
Account #	010.XXXX.43156.000.9441.000
Travel	Not included
NHTSA code	90
Prime fail P/N	991429007
Kit instructions	074900937

Altec Use Only			
Description	Part No.	Qty	Warranty
Tail light module kit	991781109	1	Yes

**Inspection Procedure:** No tools are required for this inspection.

1. Read and understand all steps of the instructions before beginning the procedure. Wear appropriate personal protective equipment (PPE) following your employer's requirements.
2. 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 following your employer's vehicle lockout/tagout procedure. Chock the wheels.
3. Look under the tailshelf and trace the harnesses running to the Altec supplied trailer plug (refer to Figure 1). Trailer plugs may vary. Trace the harnesses running from the trailer plug back to the module, if equipped.
  - If the tail light module is installed, no repair is required. Proceed to step 4.
  - If the tail light module is not installed, repair is required. Proceed to step 5.



**Figure 1 — Trailer Plug to Module**

4. No repair is required.
  - a. Put the unit back into service.
  - b. Complete the Inspection Sheet at the end of this notice, and return it to Altec.
  - c. If the inspection was performed by Altec, mark this notice as complete on the Service Request.
  - d. Do not complete the remaining step in this notice.
5. Repair is required.
  - a. Put the unit back into service, but do not operate the unit with a trailer until the kit is installed.
  - b. Arrange for the installation of the Tail Light Module Kit, part number 991781109, using one of the methods below.
    - Contact Altec Service to schedule the installation of the kit.
    - Contact Altec Parts to order the kit, and schedule for your own technician or your third party provider to install the kit
  - c. Install the kit upon receipt.
  - d. Put the unit back into service.

# INSPECTION SHEET

Complete this form and submit it to Altec to document inspection completion.

Choose one of these options for submission.

- Scan the Product Safety QR code and complete the form.
- Complete, scan, and email this page to [product.safety@altec.com](mailto:product.safety@altec.com)
- Online through the customer portal – Altec Connect\*



Product Safety



Altec Connect

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

Model	Altec Unit Serial Number	Date Inspected

Company Name \_\_\_\_\_ Phone \_\_\_\_\_

Service Company Name \_\_\_\_\_ Phone \_\_\_\_\_

Company Contact \_\_\_\_\_

Company Mailing Address \_\_\_\_\_

City \_\_\_\_\_ State/Province \_\_\_\_\_

ZIP/Mailing Code \_\_\_\_\_ Country \_\_\_\_\_

Signature \_\_\_\_\_

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

Contact Altec for more information or to schedule the work to be done by Altec.

Make copies of this form for additional units if needed.