



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-3161

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 at risk for becoming inoperable, **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 repair, consisting of replacing the chassis marker lighting wiring harness, can be performed by the customer, or you may contact Altec for further assistance. 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.

Chassis Marker Lighting Harness Replacement 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 have a chassis marker lighting harness that connects to a circuit that is not rated for the appropriate amperage. This could lead to an overload of the circuit, causing the marker lights behind the chassis cab to not operate.



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. Replace the chassis marker lighting harness.

Customer Action: Verify the revision level of the chassis marker lighting harness using the Inspection Procedure beginning on page 2. Then, order and install the Harness Replacement Kit, part number 991780978. To determine if your unit can remain in service until the repair is made, refer to Continued Operation Criteria on page 3. Any units that do not meet the criteria must be removed from service until the replacement is made.

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 will take less than 5 minutes and one person to complete. The repair is estimated to take one hour and one person to complete.

Completion and Warranty: 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 work for free at an Altec facility. There is no warranty reimbursement for the inspection. 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 \$90 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 Use Only	
Inspection labor	0.5 hr (Service); 0.0 (Other)
Repair labor	1.5 hr (Service); 1.0 hr (Other)
Account #	010.1036.43156.000.9454.000
Travel	Not included
NHTSA code	90
Prime fail P/N	990063691
Kit instructions	074900937

Altec Use Only			
Description	Part No.	Qty	Warranty
Harness replacement	991780978	1	Yes

Altec Contact Info: Altec Connect: 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

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. Locate the chassis marker lighting harness, part number 990063691, at the tailshelf of the vehicle. Determine the number of wires terminated into the C plug (refer to Figure 1).
 - Two wires - harness is revision F or later. Proceed to step 4.
 - A single wire - harness is revision E or earlier. Proceed to step 5.

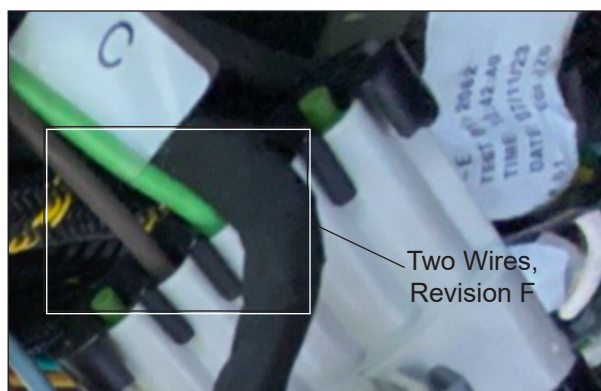
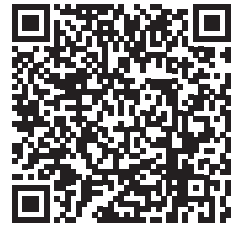


Figure 1 — Chassis Marker Lighting Harness Revision Level

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. If your unit does not meet the Continued Operation Criteria on page 3, remove the unit from service.
 - b. Arrange for the installation of the Harness Replacement Kit, part number 991780978 and revision F or later, 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.

Continued Operation Criteria: To keep the unit in service until a harness replacement is made, determine if the unit meets the below criteria.

1. Turn on all chassis lights.
2. Count the license plate light and any red/amber light that is illuminated (exclude back-up lights and any lighting on chassis cab). License plate and red/amber light locations can be found within the FMVSS 108 regulation. [Click here](#) or use the QR code to access this regulation.
3. Review the inspection results.
 - If the unit has 12 or fewer of the identified lights, the unit can return to service and requires completion of the CSN as parts are available.
 - If the unit has more than 12 of the identified lights illuminated, remove the unit from service until the harness has been replaced.



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
- Online through the customer portal – 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.



Product Safety



Altec Connect

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.