



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: 24V483

Transport Canada Number: N/A

Altec Identifier: CSN-3166

August 23, 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 JEMS S/SE units mounted on Ford gas chassis built from December 2021 through June 2024. These units could have insufficient clearance between the A/C lines and the exhaust manifold, **increasing the risk of death, serious injury, or fires.**

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 securing the A/C lines away from the exhaust manifold, can be performed by the customer, or you may contact Altec for further assistance. The inspection is estimated to take 15 minutes to complete. The repair is expected to take 1 hour to complete. 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.

A/C Lines Inspection

Units Affected: Certain JEMS S/SE mounted on Ford gas chassis units built from December 2021 to June 2024. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that there may be insufficient clearance between the A/C lines and the exhaust manifold on the affected units. This can lead to the A/C lines contacting the manifold, increasing the risk of an injury and fires.

**WARNING**

Death or serious injury and property damage could result from a fire. Remove from service any unit that does not have proper clearance between the A/C lines and manifold. Properly secure the lines before returning the unit to service.

Customer Action: Inspect the A/C lines using the Inspection Procedure beginning on Page 2. Depending on the results of the inspection, take the unit out of service, and order and install the A/C Lines Securement Kit, part number 991790476. Complete this inspection and repair, or contact Altec to complete this work, by the next maintenance interval or within 90 days of receipt of this notice, whichever comes first.

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 15 minutes and one person to complete. The repair is estimated to take 1 hour 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 \$90.00 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

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	1.5 hr (Service) 1.0 hr (Other)
Account #	010.0154.43156.000.9439.000
Travel	Not included
NHTSA code	90
Prime fail P/N	N/A
Kit instructions	074900940

Altec Use Only			
Description	Part No.	Qty	Warranty
A/C Line Securement Kit	991790476	1	Yes

Inspection Procedure

Required Tools

- Normal mechanic's hand tools
- Flashlight
- Tape measure

1. Read and understand all steps 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 A/C lines by opening the hood of the chassis and viewing the engine block from the curb side (refer to Figure 1). If the lines are not visible, use your hands to carefully pull back the curb side inner fender/fender liner to access the lines from below the chassis (refer to Figures 1).

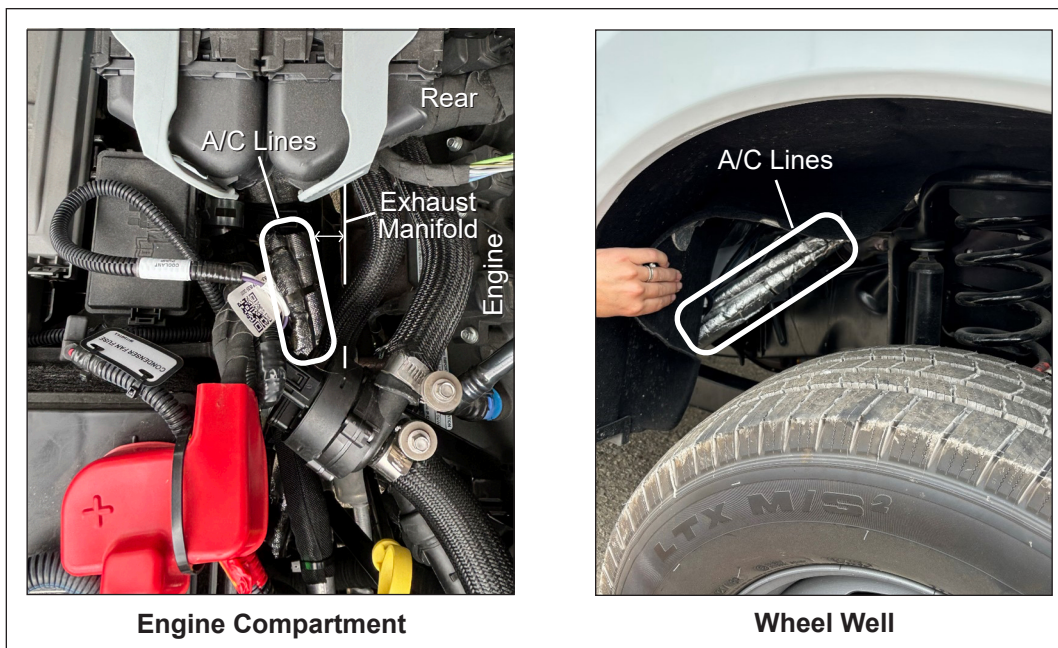


Figure 1 — Locating the A/C Lines

4. Measure the distance between the A/C lines and the exhaust manifold (refer to Figure 2). The A/C lines should be at least 6" from the manifold. If there is slack in the lines, gently pull the lines taut to make sure there is at least 6" between the lines and the manifold when stretched to maximum length.

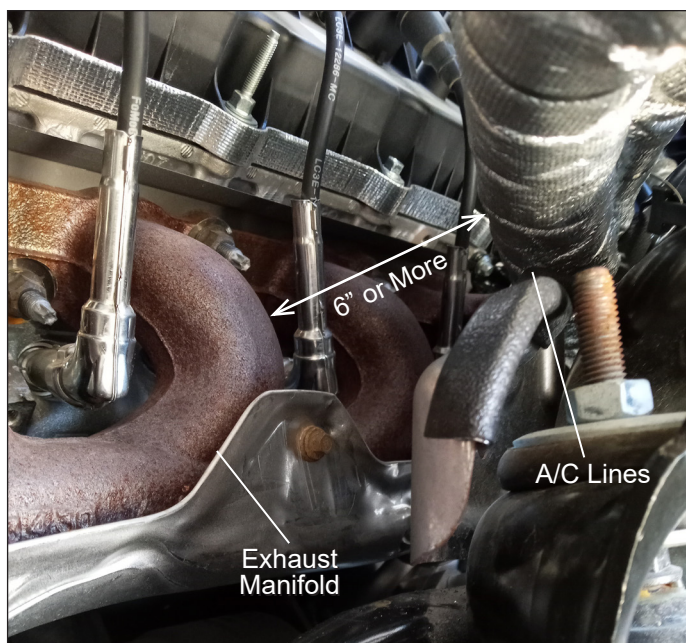


Figure 2 — Inspecting the A/C Lines

5. Review the inspection results.
 - If the A/C lines are 6" or more from the exhaust manifold, no repair is required. Proceed to step 6.
 - If the A/C are less than 6" from the manifold, repair is required. Proceed to step 7.
6. No repair is required.
 - a. If removed, install the inner fender/fender liner.
 - b. Put the unit back into service.
 - c. Complete the Inspection Sheet at the end of this notice, and return it to Altec.
 - d. If the inspection was performed by Altec, mark this notice as complete on the Service Request.
 - e. Do not complete the remaining step in this notice.
7. Repair is required.
 - a. Take the unit out of service until the repair has been completed.
 - b. Order and arrange for the installation of the A/C Lines Securement Kit, part number 991790476 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. Do not complete the Inspection Sheet at the end of this notice. Completion of the notice will be documented after the vehicle is repaired.
 - d. Install the kit upon receipt.
 - e. 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
- 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.