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Saint Joseph, MO 64508

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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:** 24V644

**Transport Canada Number:** 2024-555

**Altec Identifier:** CSN-3181

October 25, 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 AT series and ST series devices built on Ford F-350/F-450/F-550, Dodge Ram 4500/5500 from February 2024 to July 2024, and low cab forward Chevrolet and Isuzu chassis from July 2021 to July 2024. This is to inform you that your vehicle may contain a defect that could affect the safety of a person. The affected units may have missing or improperly installed fuel line brackets on the chassis following the upfit with Altec equipment. This could allow the fuel lines and/or brake lines to contact adjacent components and become damaged. Fuel line or brake line damage could cause fuel or brake fluid leaks. **Death or serious injury could result from fire caused by fuel leaks or from brake system failure caused by brake fluid leaks.**

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 inspecting the fuel line brackets and fuel and brake lines on the chassis, can be performed by the customer, or you may contact Altec for further assistance. The inspection is expected to take 5 to 10 minutes to complete. The repair is expected to take 2 hours 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.

## Fuel Line and Brake Line Inspection

**Units Affected:** Certain AT series and ST series units built on Ford F-350/F-450/F-550, Dodge Ram 4500/5500 from February 2024 to July 2024, and low cab forward Chevrolet and Isuzu chassis from July 2021 to July 2024. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

**Background:** Altec has learned that the affected units may have missing or improperly installed fuel line brackets on the chassis following the upfit with Altec equipment. This could allow the fuel lines and/or brake lines to contact adjacent components and become damaged.



**Death or serious injury could result from fire caused by fuel leaks or from brake system failure caused by brake fluid leaks. Fuel line or brake line damage could cause fuel or brake fluid leaks.**

**Customer Action:** Inspect the fuel line brackets and fuel and brake lines on the chassis no later than the next preventive maintenance interval or 90 days from the receipt of this CSN, whichever comes first. Use the Inspection Procedure beginning on page 2, or contact Altec to perform the inspection. If fuel line or brake line damage is found, the damaged line(s) must be replaced by an authorized chassis dealer. Altec is unable to service or replace any damaged lines. Take the unit out of service immediately until repairs can be made. The required brackets or bracket kits need to be received prior to chassis repair.

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 5 to 10 minutes for one person to complete. Fuel or brake line replacement, if required, must be completed by an authorized chassis dealer.

**Completion and Warranty:** The inspection can be performed by Altec, the customer, or the customer’s warranty provider. There is no labor reimbursement to the customer or the customer’s warranty provider for the inspection. 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 inspection and 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 \$180.00 for the labor to perform the repair. If fuel or brake line(s) required replacement, submit a copy of the invoice from the chassis dealer with the warranty claim for reimbursement. Include the pictures taken with this claim. Customers are responsible for the travel costs of an Altec Mobile Service technician if the technician performs the inspection and/or repair at the owner’s location.

Altec Use Only	
Inspection labor	0.5 hr (Service)
Repair labor	2.0 hr (Service); 2.5 hr (Other)
Account #	010.0667.43156.000.9468.000
Travel	Not included
NHTSA code	90
Prime fail P/N	NA
Kit instructions	074900820, 074900821, 074900950, 074900951

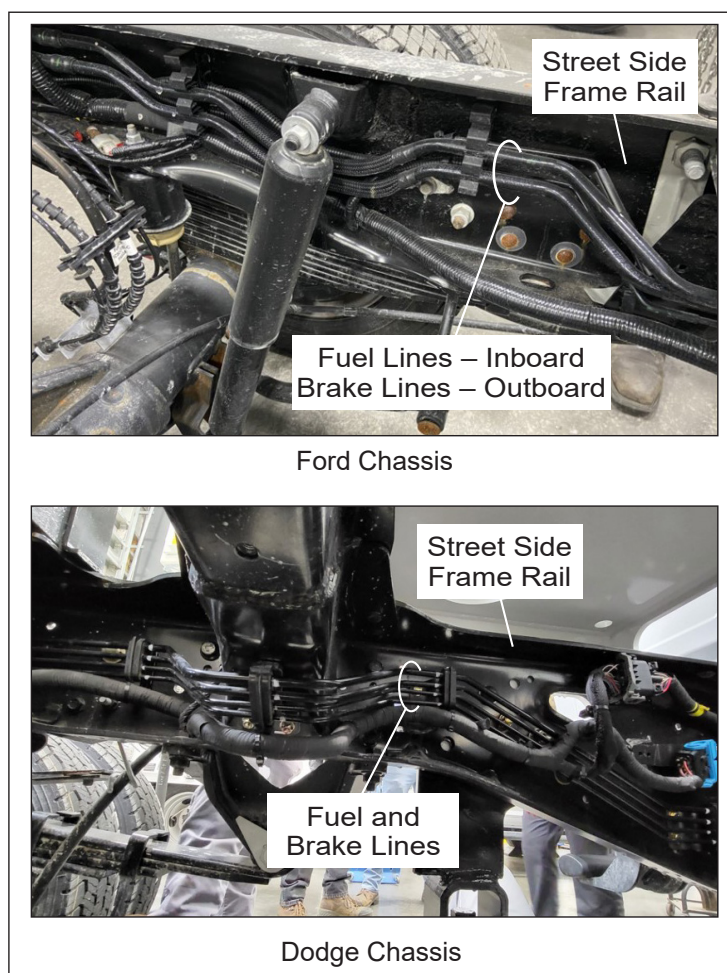
Altec Use Only			
Description	Part No.	Qty	Warranty
Refer to Figure 22 for list	Varies	AR	Yes

**Altec Contact Info:** Altec Connect: [connect.altec.com/login](http://connect.altec.com/login)

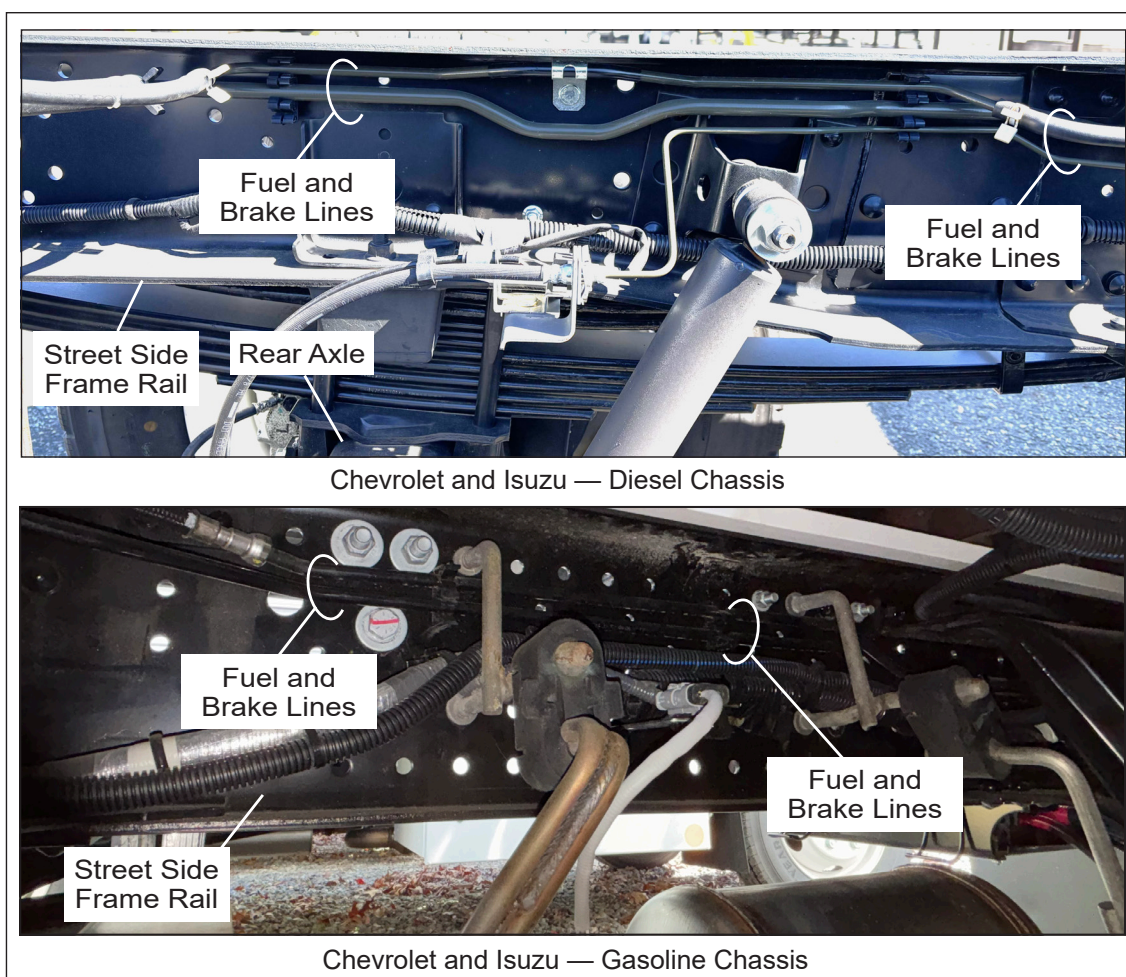
Phone: 1-877-GO ALTEC (1-877-462-5832) | Options: 1 - Parts; 2 - Shop Service; 3 - Mobile Service; 4 - Technical Support; 5 - Global Rental Service Request; 6 - Chassis Repair

**Inspection Procedure:** A flashlight is required for this inspection. Refer to Figure 23 for an Inspection Flowchart.

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. Using a flashlight, visually inspect the inside of the street side chassis frame rail. Identify the fuel and brake lines (refer to Figures 1 and 2).

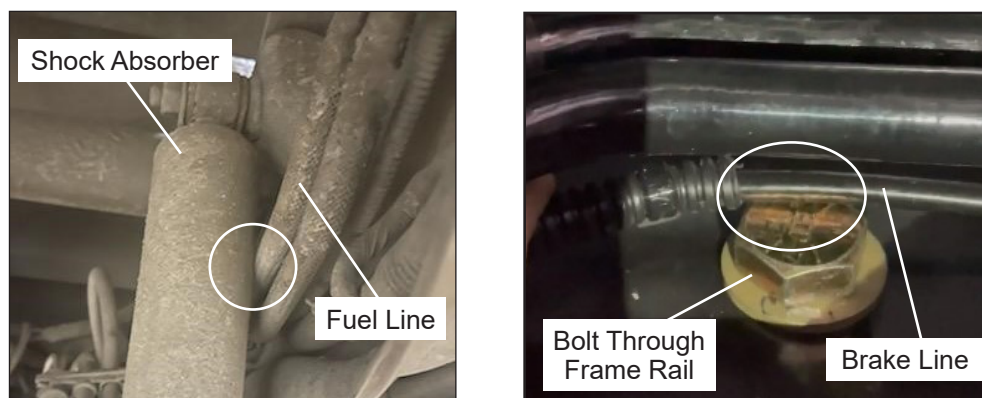


**Figure 1 — Ford and Dodge Fuel and Brake Line Routings**



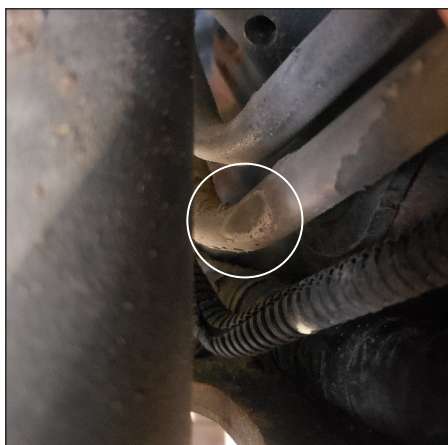
**Figure 2 — Chevrolet and Isuzu Fuel and Brake Line Routings**

4. Inspect the entire length of the fuel and brake lines along the street side chassis frame rail. Look for any evidence of contact with hard components, such as the rear shock absorber, bolt(s) through the frame rail, or other metal materials that could damage the lines (refer to Figure 3). If you suspect contact, try to insert a piece of paper or a dollar bill into the point of suspected contact. If the paper jams up or drags, the parts are in contact. If it passes freely, the parts are not in contact.
- If any line(s) are contacting a hard component, proceed to step 5.
  - If no lines are contacting a hard component, proceed to step 10.



**Figure 3 — Examples of Contact with Hard Components**

5. Using a flashlight, visually inspect any fuel/brake line(s) that are making contact with a hard component to look for damage at the point(s) of contact.
  - Some lines may have a sacrificial covering. If the covering is damaged, move it to allow inspection of the line underneath for damage.
  - Issues such as fluid leaks, deformation (e.g., denting or kinking), and scratches or gouges that have removed material are considered replacement-level damage (refer to Figure 4). For replacement-level damage, proceed to step 6.
  - Issues such as scuffed coverings or scraped paint are considered to be cosmetic damage that does not require line replacement (refer to Figure 5). For cosmetic damage, proceed to step 9.



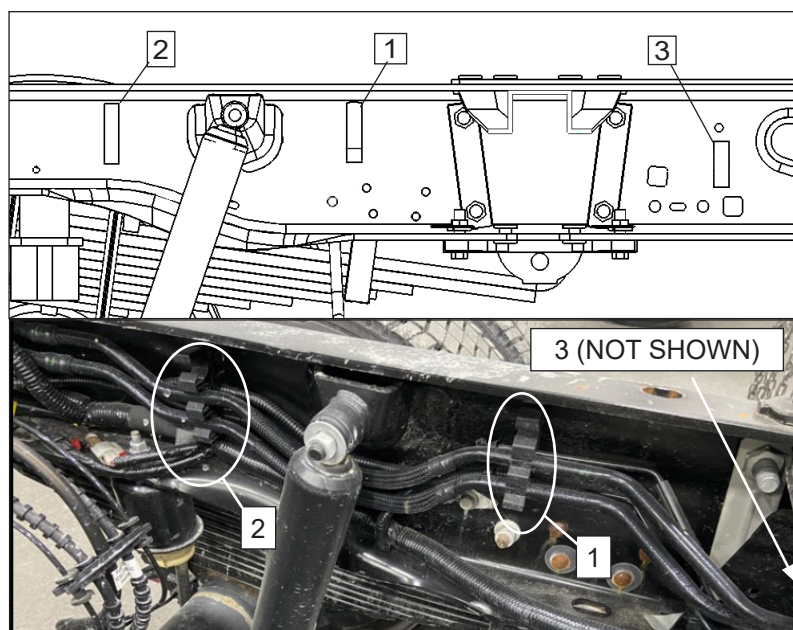
**Figure 4 — Replacement-Level Damage Example**



**Figure 5 — Cosmetic Damage Example**

6. Replacement-level damage requires fuel and/or brake line replacement.
  - If the fuel and/or brake lines are actively leaking, proceed to step 7.
  - If any line(s) have replacement-level damage but are not leaking fuel or brake fluid, proceed to step 8.
7. Replacement-level damage with active leak.
  - a. Take the unit out of service immediately, and do not drive it until repairs have been completed.
  - b. Take pictures of the damage and keep them for submission with the warranty request.
  - c. Have the vehicle towed to a chassis dealer in order to replace the fuel and/or brake lines, as well as to complete the replacement of the fuel and brake line brackets. You must order and receive the necessary parts before scheduling or performing the fuel and brake line replacement procedure(s).
  - d. Proceed to step 10.
8. Replacement level damage, but the lines are not leaking.
  - a. Take pictures of the damage and keep them for submission with the warranty request.
  - b. Put the unit back into service with the requirement to inspect daily under the chassis and daily at the point of line damage for the development of any fuel/brake line leaks. If a leak develops, return to step 7.
  - c. Proceed to step 9.
9. The unit can remain in service, but must be inspected daily until parts can be installed. Proceed to step 10.

10. Inspect the plastic fuel line brackets on the inside of the street side frame rail. The quantity and location of brackets will vary based on the chassis's make.
  - Ford chassis, proceed to step 11.
  - Dodge chassis, proceed to step 13.
  - Chevrolet and Isuzu Diesel chassis, proceed to step 15.
  - Chevrolet and Isuzu Gasoline chassis, proceed to step 17.
  
11. Ford chassis, refer to Figure 6 and locate the plastic fuel line brackets 1, 2, and 3. Check for presence, condition, and securement to the frame rail (refer to Figure 7). Record the inspection results in Figure 8 and record the total number of "Yes" Results, if any, at the bottom.
  - If all the required brackets are present, in good condition, and tightly secured, (no "Yes" results), proceed to step 22.
  - If any brackets are loose, reattach them, making sure they do not come into contact with a hard component(s).
  - If any brackets are missing or damaged (any "Yes" results), proceed to step 12.



**Figure 6 — Ford Chassis Fuel and Brake Line Brackets**



**Figure 7 — Loose Plastic Fuel and Brake Line Bracket**

Plastic Fuel Line Bracket Location	Ford Chassis	
	Missing or Damaged	Loose
1	Yes   No	Yes   No
2	Yes   No	Yes   No
3	Yes   No	Yes   No
"Yes" Totals	Location 1 - 2 Total Yes ____	Total Yes
	Location 3 Total Yes ____	_____

**Figure 8 — Ford Plastic Fuel Line Bracket Inspection Results**

12. Determine the required repair parts.

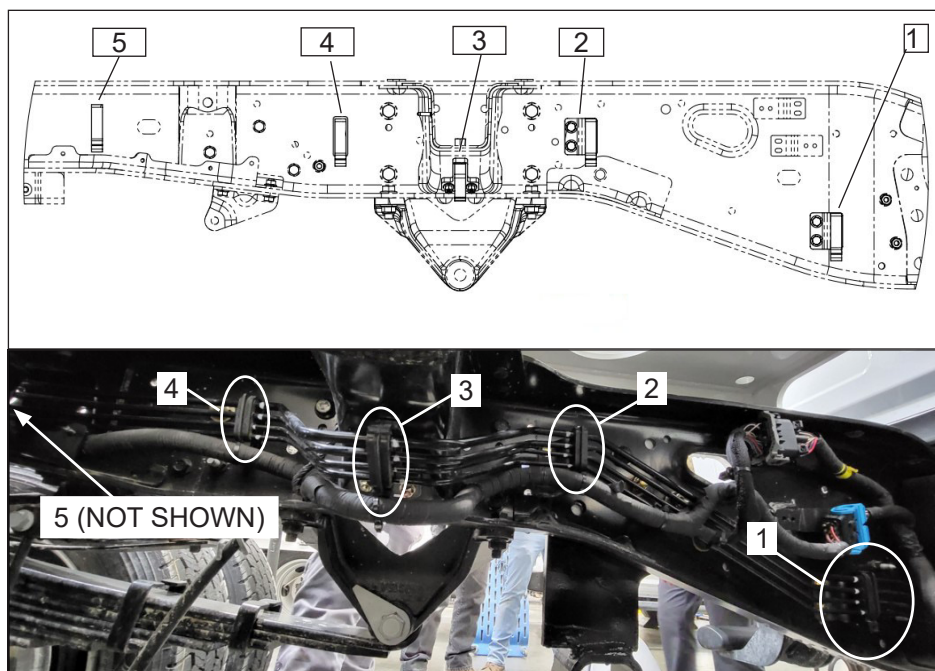
- Bracket Installation Kit, part number 991478666, is required. This kit contains mounting provisions for the fuel line brackets, but does not contain any fuel line brackets themselves.
- Enter the quantity of missing or damaged brackets from Figure 8 into the Figure 9 Quantity Required order form. Note that Ford chassis require different brackets for locations 1 and 2 versus location 3.
- Proceed to step 19.

Make	Description	Bracket Location	Part Number	Quantity Required
Ford	Bracket Installation Kit		991478666	1
	Plastic Fuel Line Brackets, Threaded	1-2	991479086	
	Plastic Fuel Line Bracket, Fir Tree	3	991488161	

**Figure 9 — Ford Parts Ordering Information**

13. Dodge chassis, refer to Figure 10 and locate the plastic fuel line brackets 1 through 5. Check for presence, condition, and securement to the frame rail (refer to Figure X). Record the inspection results in Figure 12. Add up and record the total number of “Yes” results, if any, at the bottom of Figure 12.

- If all the required brackets are present, in good condition, and tightly secured, (no “Yes” results), proceed to step 22.
- If any brackets are loose, reattach them, making sure they do not come into contact with a hard component(s).
- If any brackets are missing or damaged (any “Yes” results), proceed to step 14.



**Figure 10 — Dodge Fuel and Brake Line Brackets**



**Figure 11 — Loose Plastic Fuel Line Bracket**

Plastic Fuel Line Bracket	Dodge Chassis	
	Missing or Damaged	Loose
1	Yes   No	Yes   No
2	Yes   No	Yes   No
3	Yes   No	Yes   No
4	Yes   No	Yes   No
5	Yes   No	Yes   No
"Yes" Totals	Total Yes _____	Total Yes _____

**Figure 12 — Dodge Plastic Fuel Line Bracket Inspection Results**

14. Determine the required repair parts.

- Bracket Installation Kit, part number 991475099, is required. This kit contains mounting provisions for the fuel line brackets, but does not contain any fuel line brackets themselves.
- Enter the quantity of missing or damaged brackets from Figure 12 into the Figure 13 Quantity Required order form.
- Proceed to step 19.

Make	Description	Part Number	Quantity Required
Dodge	Bracket Installation Kit	991475099	1
	Plastic Fuel Line Brackets	991479276	

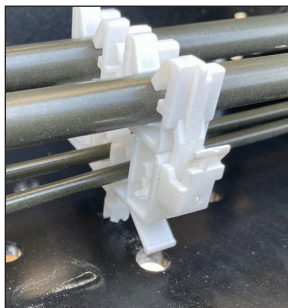
**Figure 13 — Dodge Parts Ordering Information**

15. Chevrolet and Isuzu Diesel chassis, refer to Figure 14 and locate the plastic fuel line brackets 1 and 2. Check for presence, condition, and securement to the frame rail (refer to Figure 15). Record the inspection results in Figure 16. Add up and record the total number of “Yes” Results, if any, at the bottom of Figure 16.



**Figure 14 — Chevrolet and Isuzu Fuel and Brake Line Brackets (Diesel Chassis)**

- If all the required brackets are present, in good condition, and tightly secured, (no “Yes” results), proceed to step 22.
- If any brackets are loose, reattach them, making sure they do not come into contact with a hard component(s).
- If any brackets are missing or damaged (any “Yes” results), proceed to step 16.



**Figure 15 — Loose Plastic Fuel Line Bracket**

Plastic Fuel Line Bracket	Chevrolet and Isuzu - Diesel	
	Missing or Damaged	Loose
1	Yes   No	Yes   No
2	Yes   No	Yes   No
"Yes" Totals	Total Yes	Total Yes

**Figure 16 — Chevrolet and Isuzu Plastic Fuel Line Bracket Inspection Results**

16. Determine the required repair parts.

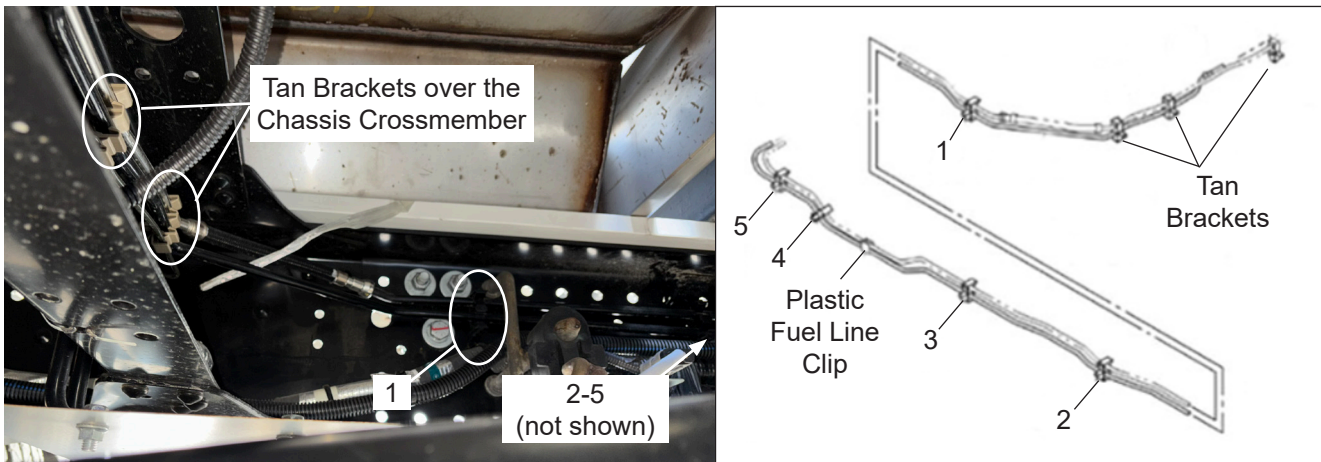
- Bracket Installation Kit, part number 991828763, is required. This kit contains mounting provisions for the fuel line brackets, but does not contain any fuel line brackets themselves.
- Enter the quantity of missing or damaged brackets from Figure 16 into the Figure 17 Quantity Required order form.
- Proceed to step 19.

Make	Description	Part Number	Quantity Required
Chevrolet/Isuzu (Diesel)	Bracket Installation Kit	991828763	1
	OEM Plastic Fuel Line Brackets	991835969	

**Figure 17 — Chevrolet and Isuzu Parts Ordering Information (Diesel Chassis)**

17. Chevrolet and Isuzu Gasoline chassis, refer to Figure 18 and locate the plastic fuel line brackets along the street side frame rail. Check for presence, condition, and securement to the frame rail (refer to Figure 19). Record the inspection results in Figure 20. Add up and record the total number of “Yes” Results, if any, at the bottom of Figure 20.

- If all the required brackets are present, in good condition, and tightly secured, (no “Yes” results), proceed to step 22.
- If any brackets are loose, reattach them, making sure they do not come into contact with a hard component(s).
- If any brackets are missing or damaged (any “Yes” results), proceed to step 18.



**Figure 18 — Chevrolet and Isuzu Fuel and Brake Line Brackets (Gasoline Chassis)**



**Figure 19 — Chevrolet and Isuzu Fuel and Brake Line Brackets**

Plastic Brackets	Chevrolet and Isuzu - Gasoline	
	Missing or Damaged	Loose
1	Yes   No	Yes   No
2	Yes   No	Yes   No
3	Yes   No	Yes   No
4	Yes   No	Yes   No
5	Yes   No	Yes   No
G	Yes   No	Yes   No
"Yes" Totals	Location 1 - 5 Total Yes ____	Total Yes ____
	Location G Total Yes ____	

**Figure 20 — Chevrolet and Isuzu Plastic Fuel Line Bracket Inspection Results**

18. Determine the required repair parts.

- Bracket Installation Kit, part number 991829778, is required. This kit does not contain any fuel line brackets themselves.
- Enter the quantity of missing or damaged brackets from Figure 20 into the Figure 21 Quantity Required order form.
- Proceed to step 19.

Make	Description	Bracket Location	Part Number	Quantity Required
Chevrolet/Isuzu (Gasoline)	Bracket Installation Kit		991829778	1
	OEM Plastic Fuel Line Clip (G)	G	991836097	
	OEM Plastic Fuel Line Bracket	1-5	991835974	

**Figure 21 — Chevrolet and Isuzu Parts Ordering Information (Gasoline Chassis)**

19. Order and schedule the installation of the required parts. You must order and receive the required parts before scheduling or performing the fuel/brake line replacement procedure(s).
- Contact Altec Service to schedule the installation of the required parts.
  - Contact Altec Parts to order the required parts, and schedule for your own technician or your third party provider to install them.
20. If the unit was not removed from service, it can be returned to service while awaiting installation of the parts with the requirement to inspect daily under the chassis. Once the parts are received, schedule the unit with a chassis dealer if the fuel and/or brake lines had replacement-level damage.
21. Do not complete the Inspection Sheet at the end of this notice. Completion of the CSN will be documented after the vehicle is repaired. Do not complete the remaining steps in this notice.
22. If there is no contact, and all the required brackets are present, in good condition, and tightly secured, (no “Yes” results), perform steps a and b below.
- a. Put the unit back into service.
  - b. Complete the Inspection Sheet at the end of this notice, and return to Altec.

Make	Description	Bracket Location	Part Number	Qty	Warranty
Ford	Bracket Installation Kit		991478666	AR	Yes
	OEM Fuel Line Bracket, Threaded	1-2	991479086	AR	Yes
	OEM Fuel Line Bracket, Fir Tree	3	991488161	AR	Yes
Dodge	Bracket Installation Kit		991475099	AR	Yes
	OEM Fuel Line Bracket	1-5	991479276	AR	Yes
Chevrolet/Isuzu (Diesel)	Bracket Installation Kit		991828763	AR	Yes
	OEM Plastic Fuel Line Bracket	1-2	991835969	AR	Yes
Chevrolet/Isuzu (Gasoline)	Bracket Installation Kit		991829778	AR	Yes
	OEM Plastic Fuel Line Clip	G	991836097	AR	Yes
	OEM Plastic Fuel Line Bracket	1-5	991835974	AR	Yes

**Figure 22 — Parts Ordering Information**

Rev.	Date	Description
A	10/25/2024	Released
B	01/17/2025	Revised to include additional information for Chevrolet and Isuzu chassis and clarify the inspection procedure and parts required for each chassis type.

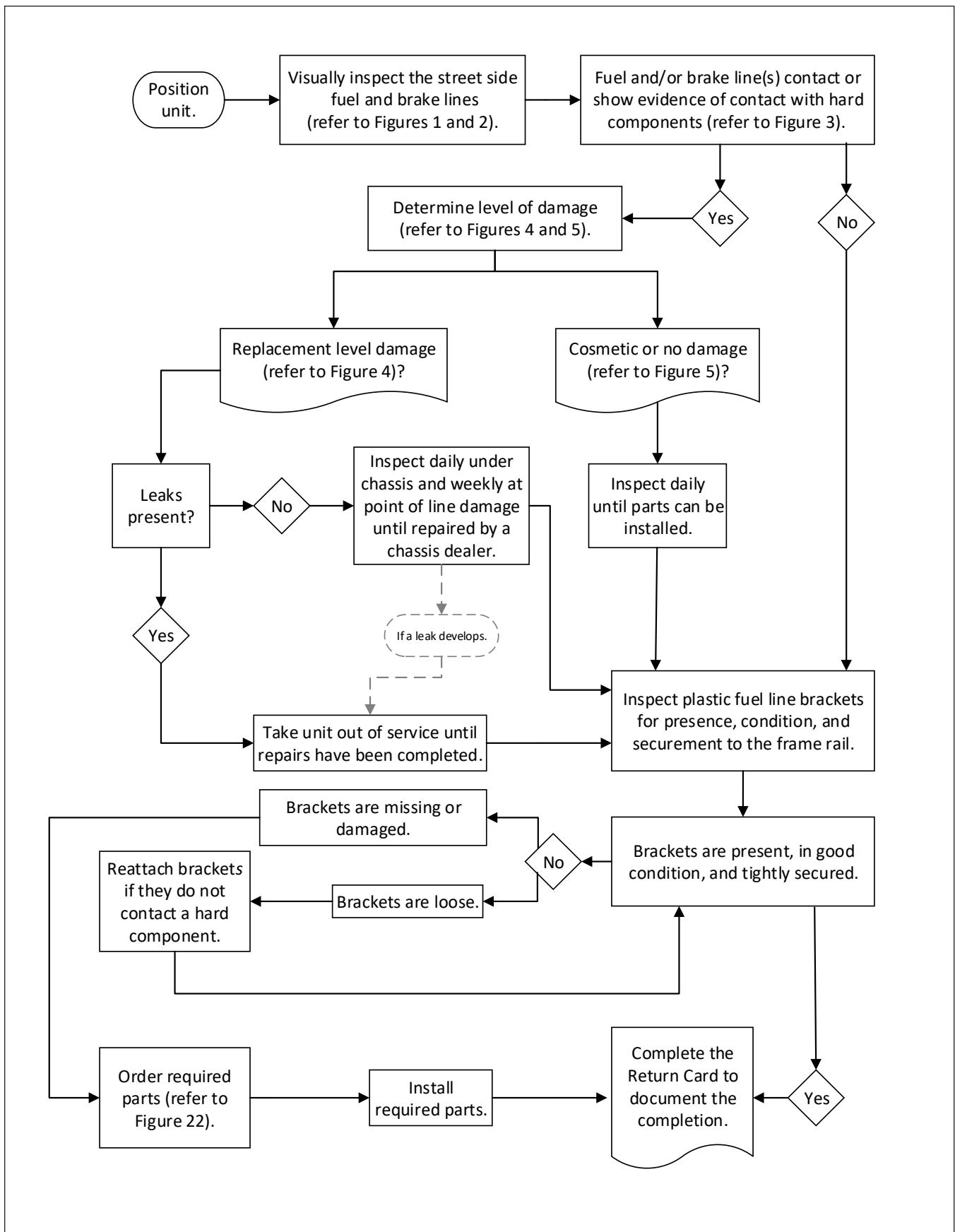


Figure 23 — Inspection Flowchart

# 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.