



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:** 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, Chevrolet and Isuzu chassis from February 2024 to August 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 45 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. Some chassis models do not have a solution available yet. Altec will communicate when a solution is available.

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, Chevrolet, and Isuzu chassis from February 2024 to August 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 repair is required, a parts solution is not yet available for all chassis types. Continue to inspect the fuel and brake lines daily. Altec will communicate when a solution is available.
- 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 \$67.50 for the labor to perform the repair. If fuel or brake

Altec Use Only	
Inspection labor	0.5 hr (Service)
Repair labor	1.25 hr (Service); 0.75 hr (Other)
Account #	010.0667.43156.000.9468.000
Travel	Not included
NHTSA code	90
Prime fail P/N	NA
Kit instructions	074900950, 074900951

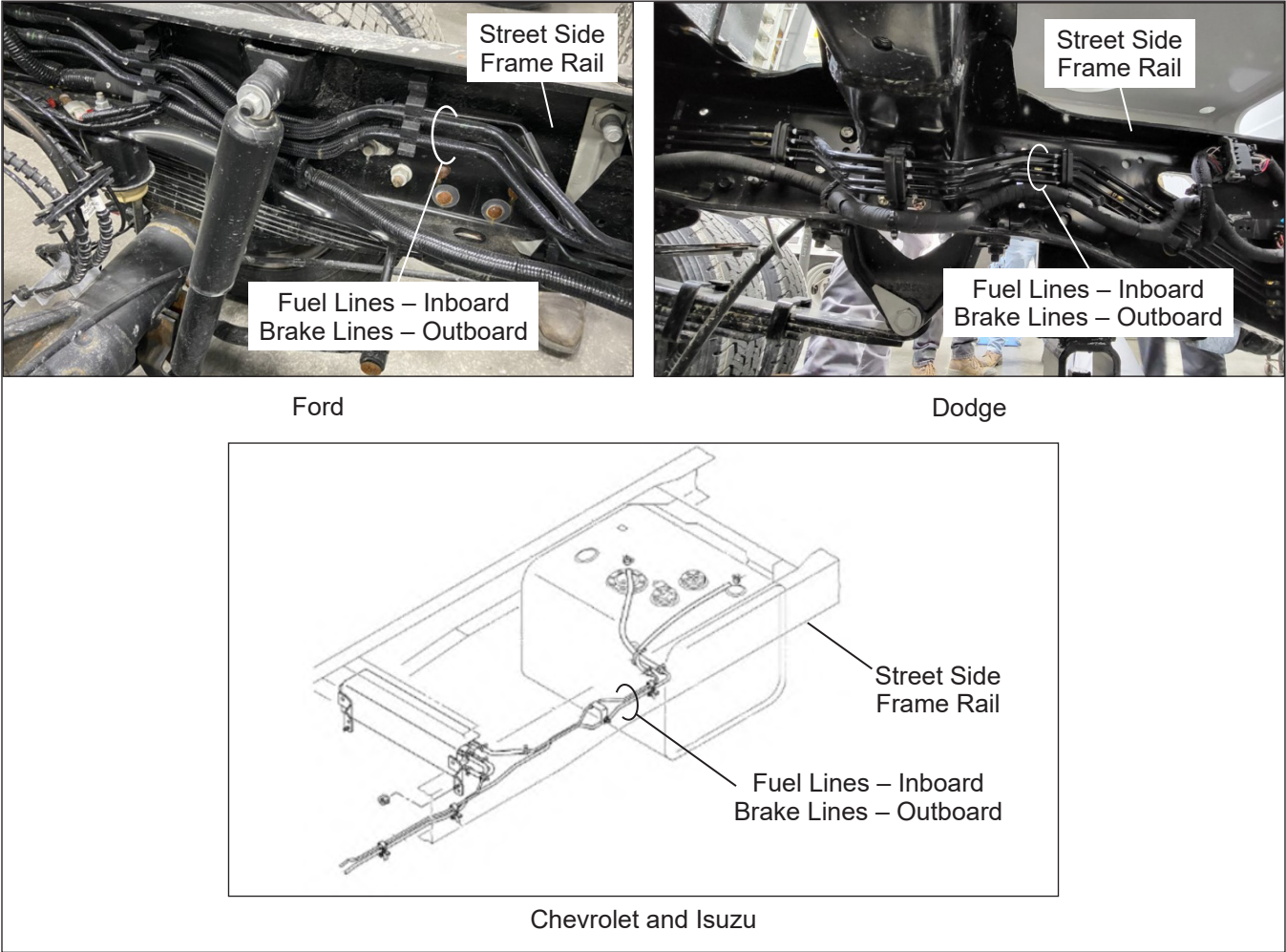
Altec Use Only			
Description	Part No.	Qty	Warranty
Refer to Figure 8 for list	Varies	AR	Yes

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 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

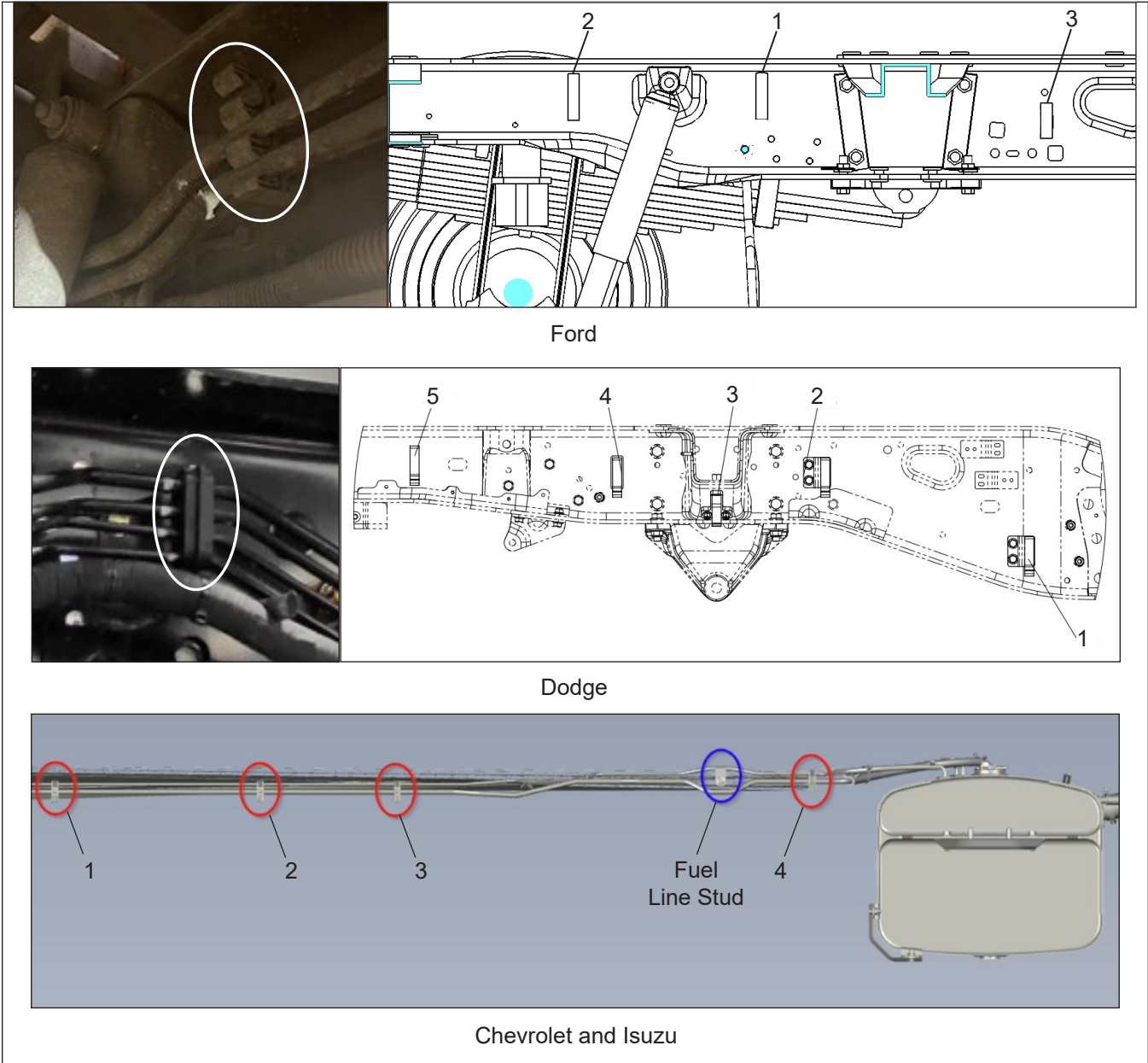
**Inspection Procedure:** A flashlight is required for this inspection. Refer to Figure 8 for an Inspection Flowchart.

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 above the rear axle. Identify the fuel lines and brake lines (refer to Figure 1).



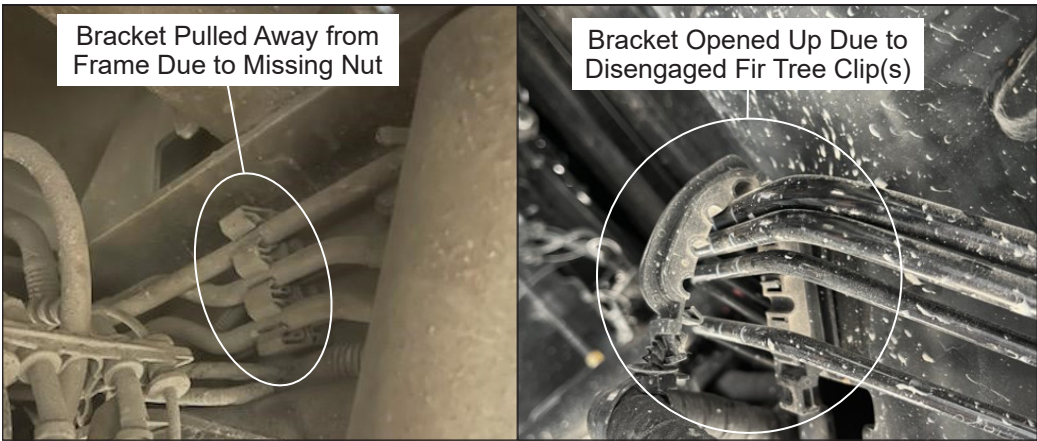
**Figure 1 — Fuel and Brake Lines**

- 4. Find the fuel line brackets that secure the fuel lines and brake lines on the inside of the street side chassis frame rail. The quantity of brackets may vary based on the chassis's make (refer to Figure 2).



**Figure 2 — Fuel Line Brackets**

- 5. Inspect each fuel line bracket location shown in the corresponding images for the chassis make (refer to Figure 3). Check for the bracket presence, condition, and securement to the frame rail by a nut or fir tree clip.

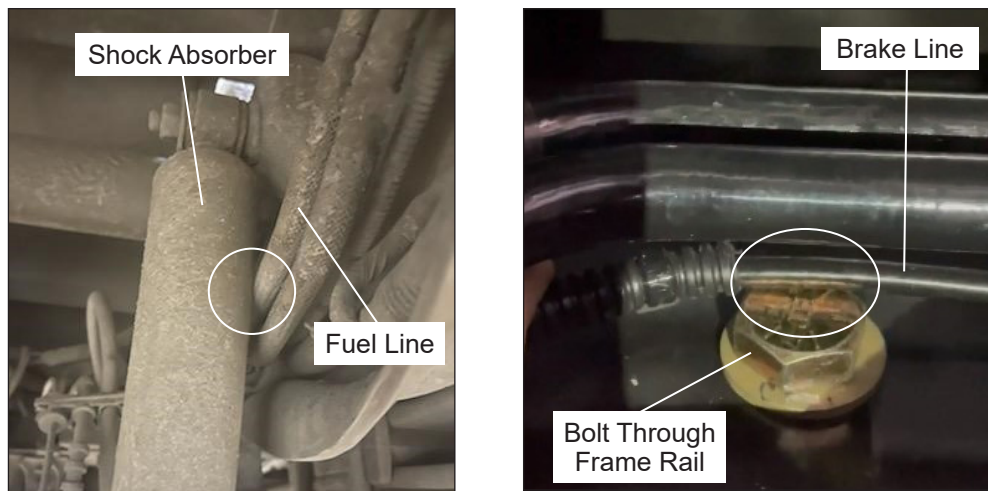


**Figure 3 — Bracket Inspections**

6. Record the inspection results in Figure 4. Then, add up and record the total number of “Yes” results, if any, at the bottom of Figure 4. Note that a Ford chassis requires separate missing or damaged “Yes” totals for locations 1 and 2 versus location 3.
  - If 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 it to Altec. Do not complete the remaining steps in this document.
  - If any brackets are missing, damaged, or loose (any “Yes” results), proceed to step 7.
  
7. Inspect the entire length of the fuel lines 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 5). 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 8.
  - If no lines are contacting a hard component, proceed to step 13.

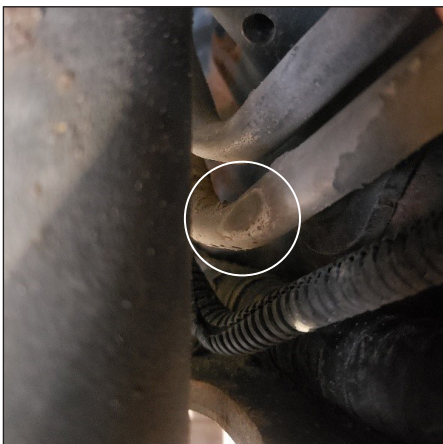
Bracket	Ford		Dodge		Chevrolet/Isuzu - Diesel		Chevrolet/Isuzu - Gasoline	
	Missing or Damaged	Loose	Missing or Damaged	Loose	Missing or Damaged	Loose	Missing or Damaged	Loose
1	Yes   No	Yes   No	Yes   No	Yes   No	Yes   No	Yes   No	Yes   No	Yes   No
2	Yes   No	Yes   No	Yes   No	Yes   No	Yes   No	Yes   No	Yes   No	Yes   No
3	Yes   No	Yes   No	Yes   No	Yes   No	Yes   No	Yes   No	Yes   No	Yes   No
4			Yes   No	Yes   No	Yes   No	Yes   No	Yes   No	Yes   No
5			Yes   No	Yes   No	Yes   No	Yes   No	Yes   No	Yes   No
"Yes" Totals	Location 1 and 2 Total Yes _____	Total Yes	Total Yes	Total Yes	Total Yes	Total Yes	Total Yes	Total Yes
	Location 3 Total Yes _____	_____	_____	_____	_____	_____	_____	_____

**Figure 4 — Fuel Line Bracket Inspection Results**



**Figure 5 — Examples of Contact**

8. 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 damaged, move the covering 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 6). For replacement-level damage, proceed to step 9.
  - Issues such as scuffed coverings or scraped paint are considered to be cosmetic damage that does not require line replacement (refer to Figure 7). For cosmetic damage, proceed to step 12.



**Figure 6 — Replacement-Level Damage Example**



**Figure 7 — Cosmetic Damage Example**

9. Replacement-level damage requires fuel and/or brake line replacement.
  - If the fuel and/or brake lines are actively leaking, proceed to step 10.
  - If any line(s) have replacement-level damage but are not leaking fuel or brake fluid, proceed to step 11.
10. 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 complete the fuel line bracket replacement and take it to the chassis dealer for fuel/brake line replacement. You must order and receive the required parts before scheduling or performing the fuel/brake line replacement procedure(s).
  - d. Proceed to step 13.
11. 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 weekly at the point of line damage for the development of any fuel/brake line leaks. If a leak develops, return to step 10.
  - c. Proceed to step 13.
12. The unit can remain in service, but must be inspected daily until parts can be installed. Proceed to step 13.
13. Determine the required repair parts.
  - a. Refer to Figure 4 to determine the appropriate Bracket Installation Kit. If any fuel line brackets are missing, damaged, or loose, as determined in step 5 and recorded in Figure 4, one Bracket Installation Kit is required. This kit contains mounting provisions for the fuel line brackets, but does not contain any fuel line brackets themselves (refer to step 13b). If there are any “Yes” results recorded in Figure 4, mark a quantity of 1 in the Figure 8, Quantity Required column.
  - b. Refer to Figure 4 to determine the appropriate OEM Fuel Line Brackets. If any fuel line brackets are missing or damaged, as determined in step 5 and recorded in Figure 4, the total quantity of replacement fuel line brackets is required. Record the quantity(ies) of missing or damaged brackets indicated in Figure 4 in the Quantity Required column in Figure 8. Note that Ford chassis require different brackets for locations 1 and 2 versus location 3.
14. Order and schedule the installation of the required parts as marked in Figure 8. If parts are not available for your chassis, inspect the unit daily until they become available. Altec will communicate as soon as a solution is determined. 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.
15. 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.
16. Do not complete the Inspection Sheet at the end of this notice. Completion of the CSN will be documented after the vehicle is repaired.

<b>Make</b>	<b>Description</b>	<b>Bracket Location</b>	<b>Part Number</b>	<b>Quantity Required</b>
Ford	Bracket Installation Kit		991478666	
	OEM Fuel Line Bracket, Threaded	1-2	991479086	
	OEM Fuel Line Bracket, Fir Tree	3	991488161	
Dodge	Bracket Installation Kit		991475099	
	OEM Fuel Line Bracket	1-5	991479276	
Chevrolet/Isuzu (Diesel)	Bracket Installation Kit		**	
	OEM Fuel Line Bracket	1-5	**	
Chevrolet/Isuzu (Gasoline)	Bracket Installation Kit		**	
	OEM Fuel Line Bracket	1-5	**	

**Figure 8 — Parts Ordering Information**

\*\* Parts are not available. Altec will communicate when a solution is available.

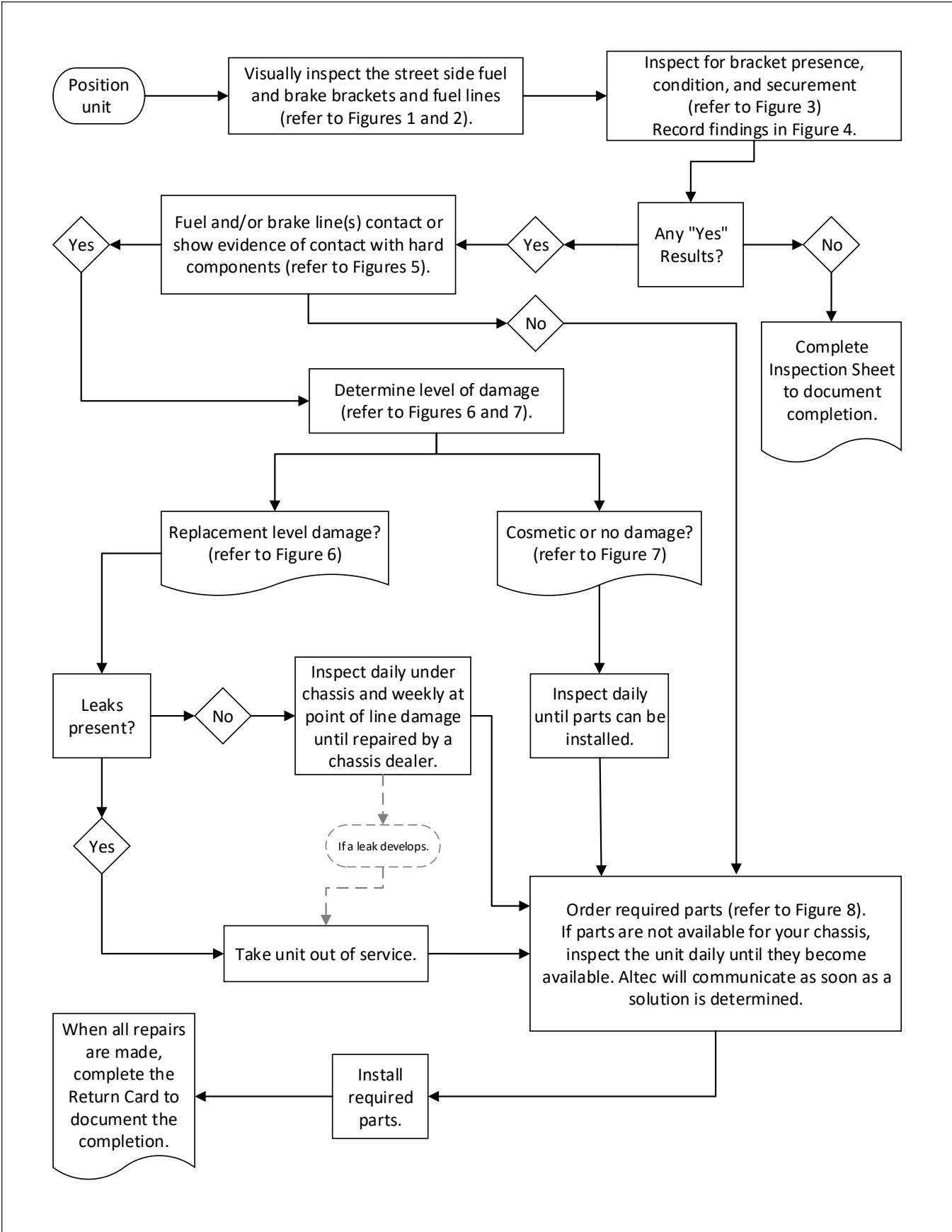


Figure 8 — Inspection Flowchart

# 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.