



# IMPORTANT SAFETY RECALL

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

**NHTSA Recall Number:** 25V629  
**Altec Identifier:** CSN-3251

**Transport Canada Number:** 2025-609

November 7, 2025

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 various units built from December 2021 through September 2025. These units could have incorrect vehicle weight rating placards that could lead to overloading the axle or chassis, **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 placards, must be performed by Altec. 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 888-327-4236 (TTY 888-275-9171) 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.

## Gross Weights Placard Replacement

**Units Affected:** Various units built from December 2021 to September 2025. Verify your vehicle is affected by reviewing the attached list or accessing Altec Connect. Some customers were previously notified of this issue with SIL-3224. If you have not completed SIL-3224, your vehicle has been moved to CSN-3251.

**Background:** Altec has learned that the gross vehicle weight rating (GVWR) and gross axle weight rating (GAWR) placard on the door jamb lists the incorrect weights on the affected units. This could lead to unintentional overloading of the axle or chassis which could increase the risk of death or serious injury.



**Death or serious injury could result from a vehicle crash. Overloading the axle or chassis can cause responsiveness and drivability issues for the operator, increasing the risk of a vehicle crash. Do not overload the vehicle, and replace all information placards with the incorrect weight ratings.**

**Customer Action:** Contact Altec to install the GVWR/GAWR Placard Kit, part number 991922703, within 90 days or at the next scheduled maintenance interval. The chassis VIN is required to order this kit as the placards are chassis specific. Completing this work will inform the operator of the correct vehicle ratings. Until the placards are installed, look at your vehicle incomplete decal in the driver side door jamb (refer to Figure 1) to determine the correct ratings and inform operators so as not to overload the unit.

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 installation is estimated to take 10 minutes and 1 person to complete. This repair must be completed by Altec.

**Completion and Warranty:** The repair is covered under the Altec Warranty policy and must be performed by Altec. 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:

Phone: 1-877-GO ALTEC (1-877-462-5832) — Altec Connect Customer Portal: [altec.com/altec-connect/](https://altec.com/altec-connect/)

Altec Use Only	
Inspection labor	NA
Repair labor	1.0 hr (Service only)
Account #	010.XXXX.43156.000.9568.000
Travel	Not included
NHTSA code	90
Prime fail P/N	NA
Kit instructions	074900985

Altec Use Only			
Description	Part No.	Qty	Warranty
GVWR/GAWR placard	991922703	1	Yes

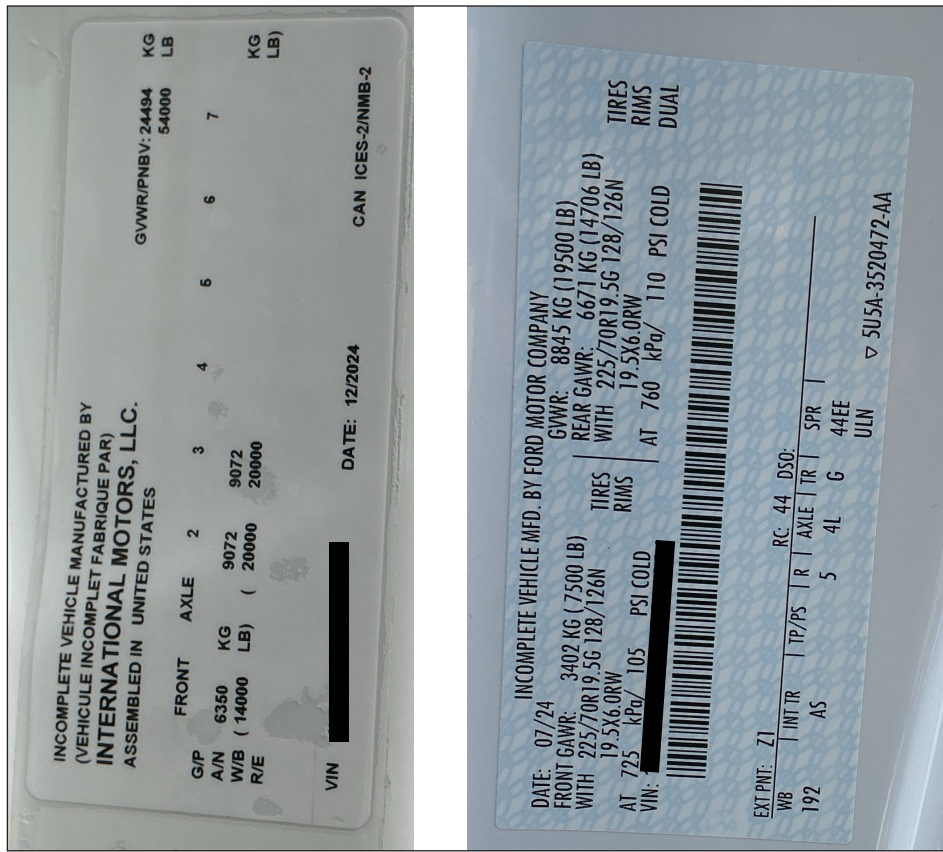


Figure 1 — Example Incomplete Vehicle Stickers