



IMPORTANT SAFETY RECALL

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

NHTSA Recall Number: 25V661
Altec Identifier: MAB-3258

Transport Canada Number: N/A

November 21, 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 Fiber Optic Splicing Van, Cut-Away units on model year 2023 Chevrolet Express Cutaway 3500 built from July 2024 to December 2024. Altec has learned that the affected units could have insufficiently rated interconnect battery cables installed between the chassis battery and the auxiliary batteries, which can cause the adjacent cables to overheat and/or become damaged during routine operation. **Overheating cables and a damaged solenoid can cause a fire, 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 installing replacement interconnect battery cables, is being performed by Altec. The repair is expected to take 3 hours to complete. All work will be performed at no charge to the customer when presented for repair.

Please be aware that Altec Service will not service units over 25 years old, as indicated by the unit's serial number. If your unit has reached 25 years since manufacture, Altec Service will not carry out the work described in this notice. This work must be performed by a qualified person and is covered by the listed warranty considerations.

If your model is on the obsolete list, it has reached Altec's recommended end of product life, and Altec recommends removing it from service. Warranty coverage for obsolete units addressed in this notice will not apply. Unit status for End of Service or End of Product Life will be included with the provided unit list. Contact Altec for further guidance if needed.

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 1-888-275-9171) 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.



Fiber Splicer Solenoid Fusing

Units Affected: Certain Fiber Optic Splicing Van, Cut-Away units on model year 2023 Chevrolet Express Cutaway 3500 built from July 2024 to December 2024. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that the affected units could have insufficiently rated interconnect battery cables installed between the chassis battery and the auxiliary batteries, which can cause the adjacent cables to overheat and/or become damaged during routine operation. Overheating cables and a damaged solenoid can cause a fire, increasing the risk of death or serious injury.



Death or serious injury will result from a fire. Insufficiently rated interconnect battery cables could cause the cables to overheat, damage the connected solenoid, and cause adjacent cables to overheat. Follow the modified operating procedure until repairs are complete.

Customer Action: All units have previously had the Interim Solenoid Wiring Repair Kit, part number 992020044 installed. Altec has scheduled the installation of the Solenoid Wiring Repair Kit, part number 992020045. Follow the modified operating procedure until the kit is installed. Altec is performing this work and has service requests open for a Field Team to come to your location.

Subsequent damage due to failure to perform the required action(s) in the time period allowed will not be covered by warranty.

Modified Operating Procedure: Inspect the battery cables for damage such as discoloration of the wire insulation, damaged heat shrink insulation on the connectors, or damage to the loom during the pre-operational inspection. If damage is found, immediately remove the unit from service.

Ask your service provider to check for any outstanding notices at your next appointment.

Requirements: This repair will be completed by Altec. The repair is estimated to take 3 hours and 1 person to complete.

Completion and Warranty: This repair is covered under the Altec Warranty Policy and will be completed by Altec. An Altec Field Team will come to your location to complete this repair for free.

Altec Contact Info:

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

Altec Use Only	
Inspection labor	0.0 hr (Service); 0.0 hr (Other)
Repair labor	5.0 hr (Service); 4.5 hr (Other)
Account #	010.0301.43156.000.9576.000
Travel	Not included
NHTSA code	90
Prime fail P/N	Fenex 04-0792
Kit instructions	NA - Completed by Field Team

Altec Use Only			
Description	Part No.	Qty	Warranty
Solenoid Wiring Repair Kit	992020045	1	Yes