



IMPORTANT SAFETY RECALL

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

NHTSA Recall Number: 26V247
Altec Identifier: CSN-3309

Transport Canada Number: N/A

June 12, 2026

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 units built from January 2025 through February 2026. The front radar collision mitigation system could be installed upside down on the affected units, which can cause the adaptive cruise control and automatic brake functions to perform poorly and cause false positives in the vehicle path predictions. While driving, the brakes may activate unexpectedly without the driver's input, **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 inspection and repair, consisting of inspecting the front radar collision mitigation system, can be performed by a qualified person, or you may contact Altec for further assistance. The inspection is expected to take 30 minutes and one person to complete. The repair is expected to take 1 hour to complete and must be completed by an OEM dealership or certified mechanic. 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: If Altec fails or is unable to remedy this defect without charge, or within a reasonable amount of time, you may submit a written 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.nhtsa.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.

Radar Collision Mitigation System

Units Affected: Certain units built from January 2025 to February 2026. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that the front radar collision mitigation system could be installed upside down on the affected units, which can cause poor performance of the adaptive cruise control and automatic brake functions and cause false positives in the vehicle path predictions. While driving, the brakes may activate unexpectedly without the driver's input, increasing the risk of death or serious injury.



WARNING

Death or serious injury could result from a vehicle crash. Do not use the vehicle's cruise control function until the inspection and repair is complete.

Customer Action: Inspect the front radar collision mitigation system using the Inspection Procedure beginning on page 2. If repair is required, take the unit to an OEM chassis dealership or a certified mechanic to install and recalibrate the system in the correct orientation. Altec Service and Mobile service technicians are able to complete the inspection, but are not able to complete the repair. Complete this inspection and repair by the next preventive maintenance cycle 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 30 minutes and 1 person to complete. The repair is estimated to take 1 hour and must be completed by an OEM chassis dealership or certified mechanic. An Altec Mobile Service technician can complete this inspection, but not the repair.

Completion and Warranty: The inspection and repair are covered under the Altec Warranty Policy. The inspection can be performed by Altec, the customer, or the customer's warranty provider. The repair must be completed by an OEM chassis dealership or certified mechanic. Altec Service and Mobile service technicians are able to complete the inspection, but are not able to complete the repair. Altec will perform the inspection 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 using the form on the last page of this notice. Altec will allow up to \$45.00 for the labor to perform the inspection and up to \$90.00 for the OEM 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:

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

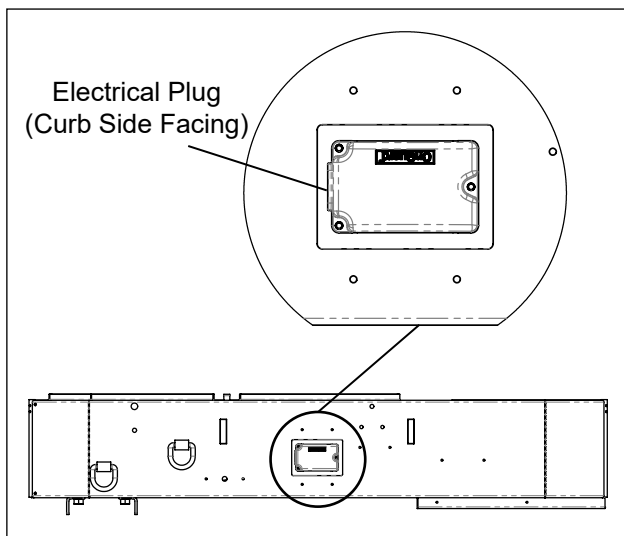
Altec Use Only	
Inspection labor	1.0 hr (Service); 0.5 hr (Other)
Repair labor	0.0 hr (Service); 1.0 hr (Other)
Account #	010.XXXX.43156.000.9638.000
Travel	Not included
NHTSA code	90
Prime fail P/N	N/A
Kit instructions	N/A

Altec Use Only			
Description	Part No.	Qty	Warranty
N/A	-	-	-

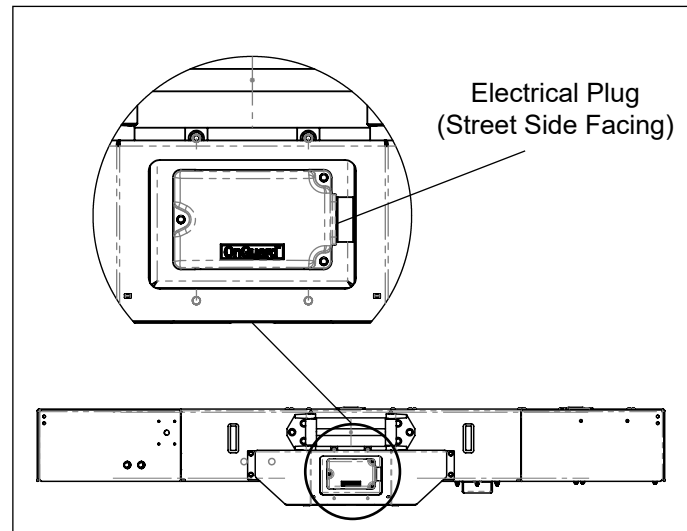
Inspection Procedure:

Required Tools

- Normal mechanic's hand tools
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 (LOTO) procedure. Chock the wheels.
 3. Locate the radar collision mitigation system installed on the front bumper. Confirm if the system is installed in the correct orientation. The correct orientation will depend on the vehicle chassis as shown in Figures 1 and 2. On an International chassis, the electrical plug faces curb side. On Freightliner chassis, the electrical plug faces street side.



**Figure 1 — Correct Orientation
(International Chassis)**



**Figure 2 — Correct Orientation
(Freightliner Chassis)**

4. Review the inspection results.
 - If the radar collision mitigation system is installed in the correct orientation, no repair is required. Proceed to step 5.
 - If the system is installed in the incorrect orientation, repair is required. Proceed to step 6.
5. No repair is required.
 - a. Put the unit back into service.
 - b. Complete the Inspection Sheet at the end of this notice, and return it to Altec.
 - c. If the inspection was performed by Altec, mark this notice as complete on the Service Request.
 - d. Do not complete the remaining step in this notice.

6. Repair is required.
 - a. Put the unit back into service. Do not use the vehicle's cruise control function while awaiting repairs.
 - b. Schedule the unit for repairs, including recalibration of the radar collision system, at an OEM chassis dealership or certified mechanic. Altec is not able to complete this repair.
 - c. Complete the Warranty Information form on the last page of this notice. Do not complete the Inspection Sheet at the end of this notice.
 - d. Put the unit back into service.

INSPECTION SHEET

Complete this form and submit it to Altec to document a completed inspection that results in no repair or a repair that did not require a parts kit to complete.

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*

*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.



Product Safety



Altec Connect

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.

