



IMPORTANT SAFETY RECALL

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

NHTSA Recall Number: 26V386
Altec Identifier: CSN-3331

Transport Canada Number: N/A

August 07, 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 AT series aerial units built from January 2014 to June 2026. Altec has learned that the JEMS transmission interlock feature ordered on some units may not have that feature engaged. As a result, if an operator is relying on this feature, and the unit is in gear or in neutral, the unit could move without operator input, resulting in unintended movement, **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.

This repair, consisting of installing a relay and/or installing a transmission interlock placard, can be performed by a qualified person, or you may contact Altec for further assistance. The repair is expected to take 30 minutes and one person to complete. Parts for some kits may not be immediately available due to supplier backorder. 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.



JEMS Missing Transmission Interlock

Units Affected: Certain AT series aerial units built from January 2014 to June 2026. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that the JEMS transmission interlock feature ordered on some units may not have that feature engaged. As a result, if an operator is relying on this feature, and the unit is in gear or in neutral, the unit could move without operator input, resulting in unintended movement, increasing the risk of death or serious injury. To address this issue, Altec has created kits to either install a relay in the transmission electrical connection or install a placard clarifying the unit's capabilities.



WARNING

Death or serious injury could result from unintended movement. Follow the modified operating procedure until repairs are complete.

Customer Action: Order the appropriate repair kit in the table below based upon the vehicle chassis. For Ford chassis, confirm if an inpower module is installed using the Inspection Procedure beginning on page 2. Parts for the kit required for Ford (No Inpower Module) chassis are not immediately available due to supplier backorder. Altec will send a second notice with the kit part number when the kit is available for order. Complete this inspection and repair, or contact Altec to complete this work, by the next preventive maintenance cycle or within 90 days of receipt of this notice, whichever comes first. Follow the modified operating procedure until repairs are complete.

Modified Operating Procedure: Make sure the chassis wheels are chocked at all times during operation.

Chassis Type	Kit Number	Repair Type
Ford or Dodge Ram	992163623	Relay Installation
Ford (No Inpower Module)	Not Yet Available	Relay and Placard Installation
Chevrolet	992163620	Placard Installation

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 repair is estimated to take 30 minutes and one person to complete. Experience reading Altec electrical schematics is required to complete the Ford (No Inpower Module) and 992163623 kits.

Altec Use Only	
Inspection labor	0.0 hr (Service); 0.0 hr (Other)
Repair labor	1.0 hr (Service); 0.5 hr (Other)
Account #	010.XXXX.43156.000.9672.000
Travel	Not included
NHTSA code	90
Prime fail P/N	970808562; 970872034
Kit instructions	074910275; 074910276

Altec Use Only			
Description	Part No.	Qty	Warranty
Transmission relay kit (Ford or Dodge Ram)	992163623	1	Yes
Transmission relay and placard kit (Ford No Inpower module)	N/A	1	Yes
Transmission placard kit (Chevrolet)	992163620	1	Yes

Completion and Warranty: 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 work 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. Altec will allow up to \$45.00 for the labor to perform the 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:

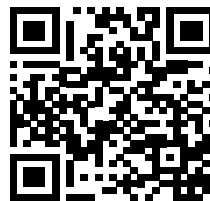
Phone: 1-877-GO ALTEC (1-877-462-5832) — Altec Connect Customer Portal: [altec.com/altec-connect/](https://www.altec.com/altec-connect/)

Inspection Procedure

Required Tools

- Normal mechanic's hand tools
- A smart device to access Altec Connect (optional)

1. In the cab, locate the unit's electrical schematic. If the schematic is not available, access the unit's electrical schematic through Altec Connect. Scan the QR code or access Connect at <https://www.altec.com/altec-connect/>. Altec Service can access schematics through their normal systems.



2. Review the schematic and confirm if an Inpower module is installed (refer to Figure 1). Note that Figure 1 is an example only as installation and schematics will vary between units.
 - If an Inpower module is installed, kit 992163623 is required for repair.
 - The kit for Ford chassis with no Inpower module installed is not immediately available due to supplier backorder. Altec will send a second notice with the kit part number when the kit is available for order.

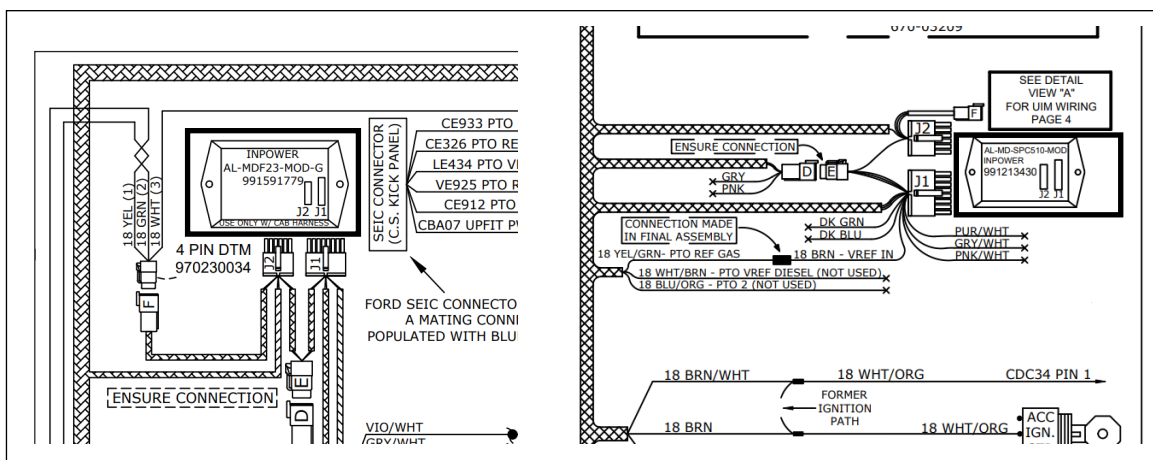


Figure 1 — Inpower Module Installed (Example Only)