



IMPORTANT SAFETY RECALL

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

NHTSA Recall Number: 26V310

Transport Canada Number: 2026-270

Altec Identifier: CSN-3322

July 10, 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 TA, AN, L, LR, AT, AM, AA, and AN units equipped with a ground level emergency stop and JEMS electric power take-off (ePTO) built from September 2020 to April 2026. While in JEMS mode, these units could bypass the ground level emergency stop function on affected units. This could result in continued function after the ground level emergency stop is engaged causing 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.

A remedy is not currently available. Altec will communicate when a remedy is available. The inspection, consisting of inspecting the ground level emergency stop, can be performed by a qualified person, or you may contact Altec for further assistance. The inspection is expected to take 30 minutes 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: 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 Ground Level Emergency Stop Bypass

Units Affected: Certain TA, AN, L, LR, AT, AM, AA, and AN units equipped with a ground level emergency stop and JEMS ePTO built from September 2020 to April 2026. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned while in JEMS mode, units equipped with an ePTO could bypass the ground level emergency stop function on affected units. This could result in continued function after the ground level emergency stop is engaged causing unintended movement, increasing the risk of death or serious injury.



WARNING

Death or serious injury could result from unintended movement. Do not engage JEMS mode until repairs are complete.

Customer Action: Inspect the emergency stop function using the Inspection Procedure beginning on page 2. Depending on the results of the inspection, immediately lockout/tagout the JEMS disconnect switch as described in the Inspection Procedure until a second notice has been sent and corrective action applied. You can still drive or transport the vehicle and use non-machine functions.

A remedy is not currently available. Altec will communicate when a remedy is available.

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: Effective immediately, lockout/tagout the JEMS disconnect switch on every affected unit as described by the Inspection Procedure. Altec will communicate when a remedy is available. The inspection is estimated to take 30 minutes and two people to complete. An Altec Mobile Service Technician is not able to complete this inspection. A repair is not yet available.

Completion and Warranty: The inspection and repair, when available, are 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. An Altec Mobile Service Technician cannot complete this inspection. 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 inspection. 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); 0.0 hr (Other)
Account #	010.XXXX.43156.000.9656.000
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	N/A	0	N/A

Inspection Procedure

Required Tools

- Normal mechanic's hand tools
1. Read and understand all steps of the instructions before beginning the procedure. At any time, reference the JEMS Quick Start Guide beginning on page 5 for further instruction on operating the JEMS system. Wear appropriate personal protective equipment (PPE) following your employer's requirements.
 2. Position the unit on a level surface, apply the parking brake, and engage the unit's hydraulic system. Chock the wheels, and properly set the outriggers.
 3. At the tailshelf, locate the yellow hybrid disconnect switch and emergency stop (refer to Figure 1). Make sure both functions are disengaged by pulling both switch knobs out.

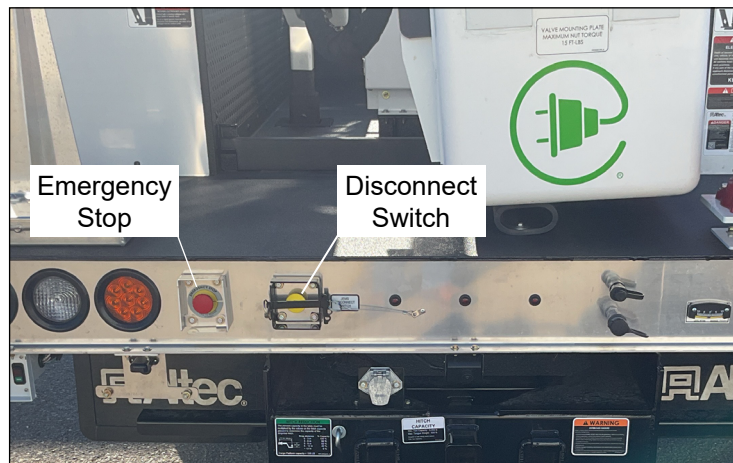


Figure 1 — JEMS Disconnect Switch and Emergency Stop

4. Inside the cab, locate the JEMS indicator and make sure the charge is above 30%.
 - If the charge is above 30%, proceed to step 5.
 - If the charge is below 30%, plug the in the JEMS charger. Once the unit is sufficiently charged, disconnect the charger. Do not proceed to step 5 until the unit is sufficiently charged.
5. Turn on the engine.
6. Press the brake pedal, and shift the transmission to Park. If OFF displays under the anti-idle icon, press the button to deactivate temporary override. The JEMS active light should flash and stay solid indicating active mode, and the engine should turn off.
 - If the JEMS mode does not activate, refer to the JEMS Quick Start Guide beginning on page 5 for troubleshooting.
7. Inside the cab, engage the ePTO upfitter switch.

NOTICE

When testing the operation of the emergency stop, position the platform and booms to prevent damage from unexpected movement.

8. Test the ground level emergency stop.
 - a. If the ground level controls are not active, press the station select button to activate ground controls.
 - b. Operate a hydraulic function such as the outriggers or boom controls. Make sure the engine remains turned off and the system operates using the ePTO.
 - c. Engage the ground level emergency stop.
 - d. Operate the hydraulic function from step b again, and observe for movement.
 - If movement occurs, repair is required. Proceed to step 10.
 - If no movement occurs, no repair is required. Proceed to step 9.
9. 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.
10. Repair is required.
 - a. Disconnect and lockout/tagout the JEMS disconnect switch (refer to Figure 1).
 - b. Put the unit back into service while awaiting repairs. Do not engage JEMS mode until repairs are complete. You can still drive or transport the vehicle and use non-machine functions.
 - c. A solution is not currently available. Altec will communicate a remedy when one is available.
 - d. Do not complete the Inspection Sheet at the end of this notice. Completion of the notice will be documented after the vehicle is repaired.

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.

Quick Start Guide for JEMS® S/SE/LE

Refer to the Operator's Manual for detailed information

JEMS Active Mode

1. With the engine running, press the brake pedal and place the transmission in park or neutral.
 - Set the parking brake if the chassis has an air brake system.
 - The engine will not turn off unless in park or neutral.
2. If OFF appears under the anti-idle icon, press the button to deactivate temporary override.
3. Release the brake pedal.
4. The JEMS active light flashes and the engine shuts down.
5. The green JEMS active icon appears solid. The engine is in JEMS active mode.

The following are possible when the engine is off.

 - Press the brake pedal to start the engine.
 - Use the key to start the engine.
 - The optional JEMS cabin comfort system can be controlled with the chassis' OEM dash controls.



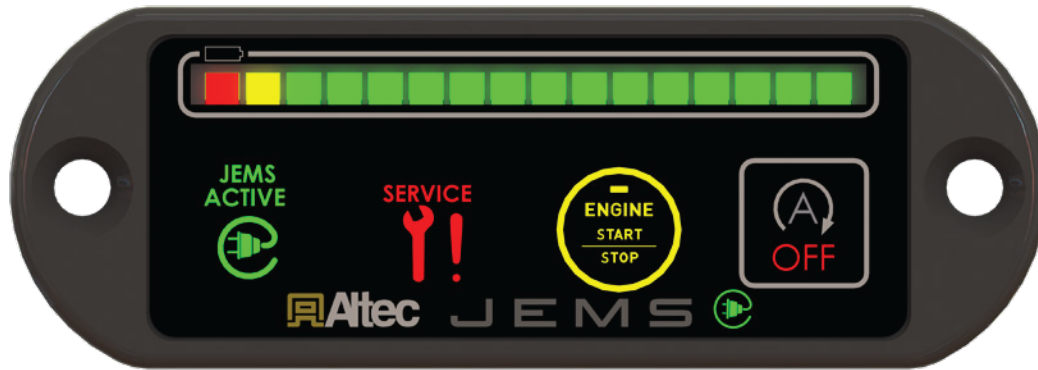
ePTO Activation

1. Set the parking brake.
2. Engage the PTO switch. Hydraulic operations are now on standby.
3. Begin work.

Leaving the Jobsite

6. Disengage the PTO switch.
7. Press the brake pedal. The engine starts.
8. Release the parking brake.
9. Place the transmission in gear (drive, reverse, etc.).

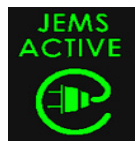
Quick Reference Guide for JEMS® Indicator



JEMS State of Charge (SOC)

The lights indicate the battery SOC. If there are no LEDs on, charge the batteries or disengage the JEMS disconnect.

JEMS Active Mode



Flashing – The engine shuts down to enter active mode.

On – The engine is in JEMS active mode.

Off – The engine is running due to any of the following: anti-idle in override, JEMS/chassis battery depleted, engine coolant temperature low air pressure, ePTO cannot meet demand.

JEMS System Needs Servicing



On – System unable to enter JEMS active mode. Use AXIS for diagnostics.

Engine Start (Dodge Only)



Flashing – An engine start command has occurred with JEMS active. Manually turn off and restart the engine to shift out of park and drive away.

JEMS Temporary Override (Anti-idle “Off”)



This button may be activated when the chassis key is in the on position. The icon is white with no text under the “A” icon when anti-idle is active.



OFF – The JEMS system is disengaged for the duration of the key cycle or until the button is pressed. Flashing OFF – The chassis hood is open.