



210 Inverness Center Parkway
Birmingham, AL 35242

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www.altec.com

This notice applies to your vehicle. See SIL for specific unit identification.

January 16, 2020

Dear Altec Owner,

Altec Industries, Inc. has determined that a defect exists based upon a notification from Fiat Chrysler Automobiles (FCA) which relates to motor vehicle operation in certain 2019 Ram 3500, 4500, and 5500 cab chassis units. These units have the possibility of the failure of the Powertrain Control Module which can disable the power take-off.

Refer to SIL 740 and the FCA Recall Letter for what is covered under the recall. In order to determine if your unit is affected by SIL 740, compare the serial number of your unit with the list of affected units attached to the SIL. The repair will be performed by an FCA dealer. You may contact FCA at 1-800-853-1403 for further assistance.

At any time, you may contact Altec at 1-877 GO ALTEC (1-877-462-5832) with your unit's serial number to determine if there are any other outstanding notices.

If you have sold or retired the unit please call Altec at 1-877-GO-ALTEC (1-877-462-5832) so the records may be changed.

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.



Altec Industries, Inc.
Midwest Operations
St. Joseph, Missouri

SIL 740

Service Information Letter

January 16, 2020

Units Affected: Model Year 2019 Ram 3500, 4500, and 5500 Cab Chassis

Addition of Diode To Powertrain Control Module

Altec is committed to providing our customers reliable products from initial delivery throughout the useful life of the machine.

Altec has been notified of a Customer Satisfaction Campaign by Fiat Chrysler Automobiles (FCA) relating to the Powertrain Control Module. The Powertrain Control Module can be damaged by a voltage spike when the power take off is disengaged. If the Module is damaged, the power take-off may not function.

The repair will be performed by FCA at their dealership. Customers must contact the dealer in order to schedule the repair. Refer to the attached notification from FCA. Altec is not responsible for and can not perform the repair.

Fiat Chrysler Automobiles (FCA)

- Will perform the repair
- Owners of affected units must contact the FCA dealer referencing *Customer Satisfaction Notification Power Take-Off VA2* (Portions of the FCA recall are attached for reference)

Altec

- Will notify the customer of the Customer Satisfaction Campaign

Altec is communicating the information provided by Fiat Chrysler Automobiles (FCA). Customers are responsible for the travel costs from the owner's location to the FCA dealer.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXX

VA2

CUSTOMER SATISFACTION NOTIFICATION

Power Take-Off

Dear [Name],

At FCA US LLC, we recognize that the success of our business depends on the satisfaction of our customers. We are constantly monitoring the quality of our products and looking for opportunities to improve our vehicles even after they are sold. Because your long-term satisfaction is important to us, we are contacting you on important improvements we would like to make to your vehicle ^[1]. This will be done at no charge to you.

We are recommending the following improvements be performed on certain [2019 (DD) RAM 3500 Cab Chassis, and (DP) Ram 4500/5500 Cab Chassis] vehicles equipped with the Power Take-Off (PTO) option.

WHY DOES MY VEHICLE NEED REPAIRS?

The Powertrain Control Module (PCM) in your vehicle may be damaged by a voltage spike when the aftermarket up-fitter PTO is disengaged. **This can result in an illuminated Malfunction Indicator Lamp (MIL) and an inoperative PTO.**

HOW DO I RESOLVE THIS CUSTOMER SATISFACTION NOTIFICATION?

FCA will repair your vehicle free of charge (parts and labor). To do this, your dealer will install a jumper harness to protect the PCM from damage. The estimated repair time is one half hour. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which may require more time. Your time is important to us, so we recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

**TO SCHEDULE YOUR FREE REPAIR,
CALL YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY**

WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit www.fcarecallreimbursement.com to submit your reimbursement request online. ^[2] Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the repair performed.

We apologize for any inconvenience, but are sincerely concerned about your satisfaction. Thank you for your attention to this important matter.

Customer Assistance/Field Operations
FCA US LLC

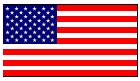
YOUR SCHEDULING OPTIONS

- 1. RECOMMENDED OPTION**
Call your authorized Chrysler / Dodge / Jeep® / RAM Dealership
- 2. Call the FCA Recall Assistance Center at 1-800-853-1403.** An agent can confirm part availability and help schedule an appointment
- 3. Visit recalls.mopar.com, scan the QR code below, or download the Mopar Owner's Companion App.**

Get access to recall notifications, locate your nearest dealer, and more through this website or Mopar Owner's Companion App. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity.

DEALERSHIP INSTRUCTIONS

Please reference CSN VA2.



December 2019

Dealer Service Instructions for:

Customer Satisfaction Notification VA2 Power Take-Off

Remedy Available

2019 (DD) RAM 3500 Cab Chassis

2019 (DP) RAM 4500/5500 Cab Chassis

*NOTE: This campaign applies only to the above vehicles **equipped with Power Take-Off Prep** (sales codes LBN or LBV).*

NOTE: Some vehicles above may have been identified as not involved in this campaign and therefore have been excluded from this campaign.

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this campaign on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The Powertrain Control Module (PCM) on about 2,870 of the above vehicles may be damaged by a voltage spike when the aftermarket up-fit Power Take-Off (PTO) is disengaged. This can result in an illuminated Malfunction Indicator Lamp (MIL) and an inoperative PTO.

Repair

Install a jumper harness with a diode to protect the PCM from damage.

Parts Information

<u>Part Number</u>	<u>Description</u>
68496218AA	Diode Jumper Harness Kit

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Jumper Harness
1	Fir Tree Tie Strap
1	Tie Strap

Parts Return

No parts return required for this campaign.

Special Tools

No special tools are required to perform this service procedure.