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**IMPORTANT ORIGINAL EQUIPMENT MANUFACTURER
RECALL**

This notice applies to your vehicle. See attached serial number list.

NHTSA Safety, FMVSS Compliance, or Emissions Recall

Dear Altec Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act and the Canada Motor Vehicle Safety Act.

Altec Industries, Inc. has been informed that a defect exists in a motor vehicle you possess that is equipped with Altec equipment, based upon a notification from the Original Equipment Manufacturer (OEM) relating to motor vehicle safety, compliance, or emissions.

Refer to the attached documentation that follows this letter. If you have additional questions, please contact your Altec Account Manager. You may also contact the OEM using the contact information provided in the attached recall notice.

For US owners: after contacting the OEM according to the attached notice, if you are still not able to have the safety condition remedied within a reasonable time, you may write to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, DC 20590 or call 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. 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.

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.

We appreciate your assistance in following 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, MO.

CSR 509

Component/Supplier Recall

March 5, 2021

Units Affected: Certain 2021 model year Econoline Ford E-350 and E-450 equipped with a 7.3L engine and a factory engine cover built between May 11, 2019 and November 13, 2020. (Please verify that your unit serial number is affected by reviewing the attached list in this CSR or by accessing your fleet on connect.altec.com/login)

Ford E-Series Engine Cover Thermal Management

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

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the VIN in the attached list.

Some of the affected vehicles may contain an engine cover with insulation on the underside of the engine cover that does not fully extend to the perimeter of the engine cover as intended. As a result, heat from the engine compartment can cause elevated temperatures on the passenger compartment surface of the engine cover. Direct and continuous contact with certain areas of the passenger compartment surface of the engine cover may cause burns to the skin of the driver or front seat passenger.

Contact your authorized Ford dealer for an appointment to correct the condition as described in the attached letter. The vehicle owner is responsible for making arrangements to have the work completed.

Altec is not able to complete this repair. All work must be completed by an authorized Ford dealer.

This repair is not covered under the Altec Warranty policy.

Altec Use Only	
Inspection labor	0.0 hr
Repair labor	0.0 hr
Account #	None
Travel	Not Included
NHTSA code	n/a
Prime fail P/N	n/a
Doc ref	n/a

Parts Kit	Part Number	Qty	Warranty
N/A	N/A		N/A



Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121

February 2021

*** * * IMPORTANT SAFETY RECALL * * ***

Safety Recall Notice 20S73 / NHTSA Recall 20V795

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the VIN shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

- | | |
|---|--|
| What is the issue? | On your vehicle, it may be possible that the engine cover insulation does not fully extend to the perimeter of the factory engine cover. In addition, vehicles built on a Ford chassis may have higher engine compartment temperatures during certain idle conditions. |
| What is the risk? | This may result in elevated temperatures at certain areas of the engine cover surface in the passenger compartment on both driver and passenger sides. Direct and continuous contact with exposed skin at these locations may cause skin irritation and/or a minor burn. |
| What will Ford and your dealer do? | Ford Motor Company has authorized your dealer to reprogram the Powertrain Control Module and if equipped, inspect the factory engine cover to install thermal insulation patches if necessary, free of charge (parts and labor). |
| How long will it take? | The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. |
| What should you do? | Avoid direct contact with the lower portion of the engine cover, which is located between the driver and front passenger seats |

**What should you do?
(continued)**

Please call your dealer without delay and request a service date for Recall 20S73. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

Ford has not issued instructions to stop driving your vehicle under this safety recall. You should contact your dealer for an appointment to have your vehicle remedied as soon as practicable. You can continue to safely drive your vehicle.

If you do not already have a servicing dealer, you can access owner.ford.com for dealer addresses, maps, and driving instructions.

Ford Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition there are other features such as reserving and paying for parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

**COVID-19
(CORONAVIRUS)**

Ford dealerships have implemented enhanced protocols to ensure both your safety and the safety of dealership employees. This includes specific procedures for cleaning and disinfecting customer vehicles before and after each vehicle is serviced. In most places, vehicle service has been deemed a critical service. Please contact your local dealer to confirm current service hours. For more information on how Ford and your local dealer are working hard to keep you on the road during these challenging times, please visit owner.ford.com.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: owner.ford.com.

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

FLEET OWNERS: If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option

#3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: fleet.ford.com.

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

MOTORHOME OWNERS: If you have questions or concerns, please contact our **Motorhome Customer Assistance Center toll free at 1-866-906-9811**. Representatives are available 24 hours a day.

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to safercar.gov. Reference NHTSA Safety Recall 20V795.

Thank you for your attention to this important matter.

Ford Customer Service Division



Ford Motor Company
Ford, División de Servicio al Cliente
P. O. Box 1904
Dearborn, Michigan 48121

Febrero 2021

*** * * CAMPAÑA DE SEGURIDAD IMPORTANTE * * ***

Aviso de Campaña de seguridad 20S73/Campaña 20V795 de la NHTSA

Sr. Juan Pérez
Calle Principal 123
Ciudad, EE. UU. 12345

Número de identificación del vehículo (VIN): 12345678901234567

Este aviso se le envía de acuerdo con la Ley Nacional de Seguridad y Tránsito de Vehículos de los EE. UU.

Ford Motor Company ha determinado que existe un defecto relacionado con la seguridad de su vehículo, con el VIN que aparece más arriba.

Lamentamos esta situación y deseamos asegurarle que, con su ayuda, corregiremos el problema. Nuestro compromiso, junto con el de su distribuidor, es ofrecerle servicio y apoyo de alto nivel.

¿Cuál es el problema?

Es posible que el aislamiento de la cubierta del motor de su vehículo no se extienda completamente hasta el perímetro de la cubierta de fábrica del motor. Adicionalmente, los vehículos fabricados sobre un chasis Ford podrían presentar temperaturas más altas en el compartimiento del motor durante determinadas condiciones en marcha mínima.

¿Qué riesgo existe?

Esto podría generar temperaturas elevadas en ciertas áreas de la superficie de la cubierta del motor en el compartimiento de pasajeros tanto en el lado del conductor como del pasajero. Si su piel permanece en contacto directo y continuado en estas ubicaciones podría sufrir una irritación o una quemadura menor.

¿Qué medidas adoptarán Ford y su distribuidor?

Ford Motor Company ha autorizado a su distribuidor a reprogramar el módulo de control del tren motriz y, si está equipado, a inspeccionar la cubierta de fábrica del motor a fin de instalar parches de aislamiento térmico, si fuera necesario, sin costo alguno (piezas y mano de obra).

¿Cuánto tiempo tomará?

El tiempo necesario para reparar será menos de medio día. Sin embargo, debido a los requisitos de planificación de servicio, es posible que su distribuidor tarde un poco más.

¿Qué debe hacer?

Evite el contacto directo con la parte inferior de la cubierta del motor, que se encuentra entre los asientos del conductor y del pasajero delantero.

Llame de inmediato al distribuidor y solicite una cita de servicio para realizar la Campaña 20S73. Proporcione el VIN a su distribuidor, el cual está impreso debajo de sus datos al comienzo de esta carta.

Para esta campaña de seguridad, Ford no ha emitido instrucciones de no manejar el vehículo. Deberá ponerse en contacto con su distribuidor a fin de programar una cita para solucionar este problema lo más pronto posible. Puede continuar manejando su vehículo con seguridad.

Si aún no tiene un distribuidor para realizar el servicio, puede acceder a owner.ford.com para conocer las direcciones de los distribuidores, ver mapas y obtener las instrucciones para llegar.

Ford Motor Company le recomienda realizar esta campaña de seguridad en su vehículo. El propietario del vehículo es responsable de realizar los arreglos necesarios para llevar a cabo el trabajo.

Tenga presente que: La ley federal exige que los arrendadores de vehículos que reciban este aviso de campaña envíen una copia del mismo al arrendatario en un plazo de diez días.

NOTA: Puede recibir información sobre las campañas y los programas de satisfacción del cliente a través de la aplicación FordPass. La aplicación se puede descargar a través de App Store o Google Play. Adicionalmente, existen otras funciones, como reserva y pago de estacionamientos en ciertos lugares, además de control de ciertas funciones en el vehículo (bloqueo y desbloqueo de puertas, arranque remoto) si así está equipado para permitir el control.

COVID-19 (CORONAVIRUS)

Los distribuidores Ford han implementado protocolos mejorados con el fin de asegurar tanto su seguridad como la de los empleados de los diferentes distribuidores. Esto incluye procedimientos específicos de limpieza y desinfección antes y después de realizar servicio en cada uno de los vehículos de nuestros clientes. En la mayoría de los lugares, la atención de vehículos se ha considerado un servicio esencial. Póngase en contacto con su distribuidor local para confirmar las horas de servicio actuales. Para obtener más información sobre cómo Ford y su distribuidor local están trabajando arduamente para mantenerlo en las calles durante estos tiempos difíciles, visite owner.ford.com.

¿Qué pasa si usted ya no es el propietario del vehículo?

Si usted ya no es el propietario del vehículo y tiene la dirección del propietario actual, le solicitamos que le reenvíe esta carta.

Usted recibió este aviso porque las regulaciones del gobierno exigen el envío de notificaciones al propietario conocido más reciente del registro. Nuestros registros se basan principalmente en datos estatales y de propiedad, que indican que usted es el propietario actual del vehículo.

¿Podemos hacer algo más por usted?

Si tiene problemas para reparar de inmediato su vehículo y sin costo alguno, comuníquese con el Gerente de Servicio de su distribuidor para solicitar ayuda.

PROPIETARIOS MINORISTAS: Si tiene dudas o preguntas, comuníquese con nuestro **Centro de Relación con Clientes Ford al 1-866-436-7332** y uno de nuestros representantes con gusto lo atenderá. Si desea comunicarse con nosotros a través de Internet, nuestra dirección es owner.ford.com.

Las personas con problemas de audición pueden llamar al 1-800-232-5952 (TDD). Los representantes atienden de lunes a viernes, de 8:00 a.m. a 8:00 p.m. (hora del este).

PROPIETARIOS DE FLOTAS: Si tiene dudas o preguntas, comuníquese con nuestro **Centro de Información a Clientes de flotas al 1-800-34-FLEET**, elija la opción n.º 3 y uno de nuestros representantes con gusto lo atenderá. Si desea comunicarse con nosotros a través de Internet, nuestra dirección es fleet.ford.com.

Los representantes atienden de lunes a viernes, de 8:00 a.m. a 8:00 p.m. (hora del este).

PROPIETARIOS DE CASAS RODANTES: Si tiene dudas o preguntas, comuníquese con nuestro **Centro de Asistencia a Clientes de Casas Rodantes sin cargo al 1-866-906-9811**. Los representantes se encuentran disponibles las 24 horas del día.

Si continúa con dificultades para reparar su vehículo en un tiempo razonable o sin cargo, le sugerimos que escriba al Administrador, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 o bien que llame sin cargo a la línea directa de seguridad vehicular al 1-888-327-4236 (TTY: 1 800 424 9153) o visite safecar.gov. Referencia: Campaña de seguridad 20V795 de la NHTSA.

Gracias por su atención en este asunto sumamente importante.

Ford, División de Servicio al Cliente