



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

CSR 514

Component/Supplier Recall

April 29, 2021

Units Affected: Certain 2020 RAM Chassis with adaptive cruise control (Verify your unit serial number is affected by reviewing the attached list in this CSR or by accessing your fleet on connect.altec.com/login)

RAM — Owner’s Manual Update (Adaptive Cruise Control)

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 and the Canada Motor Vehicle Safety Act.

Altec Industries, Inc. has received notification from an Original Equipment Manufacturer (OEM) that a condition exists relating to motor vehicle operation or customer satisfaction in a vehicle you possess that is equipped with Altec equipment. Refer to attached documentation that follows this notice. 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.

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.

Altec is not able to complete this repair. This repair is not covered under the Altec Warranty policy.

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 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

Dear ALTEC IND:

We are writing to inform you of an error in the Adaptive Cruise Control section of your Owner's Manual. Your Owner's Manual incorrectly states the parking brake will activate when the adaptive cruise control is cancelled. The enclosed addendum updates the Adaptive Cruise Control section in the Starting and Operating section of your Owner's Manual.

If you have questions or need any assistance, please contact your dealer or the appropriate Brand Customer Assistance Center at the following numbers:

Chrysler	1-800-247-9753
Dodge	1-800-423-6343
Jeep	1-877-426-5337
RAM	1-866-726-4636

Please keep this letter and addendum card in your glove box along with your vehicle's other information for future reference if necessary.

FCA US LLC





FIAT CHRYSLER AUTOMOBILES

ACC Operation At A Stop

If the ACC system brings your vehicle to a standstill while following a vehicle ahead, your vehicle will resume motion without any driver intervention if the vehicle ahead starts moving within two seconds.

If the vehicle ahead does not start moving within two seconds of your vehicle coming to a standstill, the ACC with Stop system will cancel and the brakes will release. A cancel message will display on the instrument cluster display and produce a warning chime. Driver intervention will be required at this moment.

If the driver seat belt is unbuckled or the driver door is opened while ACC with Stop is holding your vehicle at a standstill, the ACC with Stop system will cancel and the brakes will release. Driver intervention will be required at this moment.

WARNING!

When the ACC system is resumed, the driver must ensure that there are no pedestrians, vehicles or objects in the path of the vehicle. Failure to follow these warnings can result in a collision and death or serious personal injury.

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FIAT CHRYSLER AUTOMOBILES

THIS ADDENDUM UPDATES INFORMATION ON “ADAPTIVE CRUISE CONTROL” IN THE “STARTING AND OPERATING” SECTION OF YOUR OWNER’S MANUAL

RAM 2500/3500 & CHASSIS CAB

To Resume Adaptive Cruise Control (ACC)



If there is a set speed in memory, push the RES (+) button and remove your foot from the accelerator pedal. The instrument cluster display will show the last set speed.

Resume can be used at any speed above 20 mph (32 km/h) when only Fixed Speed Cruise Control is being used.

Resume can be used at any speed above 0 mph (0 km/h) when ACC is active.

NOTE:

- While in ACC mode, if the vehicle comes to a complete stop longer than two seconds, the system will cancel. The driver will have to apply the brakes to keep the vehicle at a standstill.
- ACC cannot be resumed if there is a stationary vehicle in front of your vehicle in close proximity.

WARNING!

The Resume function should only be used if traffic and road conditions permit. Resuming a set speed that is too high or too low for prevailing traffic and road conditions could cause the vehicle to accelerate or decelerate too sharply for safe operation. Failure to follow these warnings can result in a collision and death or serious personal injury.