



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

CSR 525

Component/Supplier Campaign

October 15, 2021

Expires: October 31, 2022

Units Affected: Certain 2017 through 2020 model year F550 vehicles equipped with Payload Plus Upgrade Package and 19,500 lbs GVWR. (Verify that your unit is affected by reviewing the attached list in this CSR, accessing your fleet on connect.altec.com/login, or through the Supplier by using the information attached in this notice)

Ford 21B04 — Frame Rail Cracks

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

Ford has issued a customer satisfaction campaign for certain 2017 through 2020 model year F550 vehicles equipped with a Payload Plus Upgrade Package. Every affected unit is eligible to have the frame rail service kit installed by your authorized Ford dealer. Refer to the attached communication from Ford for information on authorized Ford dealers that can perform this work.

The Ford kit installation has an expiration date of October 31, 2022. Ford encourages you to have this work performed as soon as possible. Altec is not able to install the frame rail service kit.

If cracks are found, your Ford dealer will determine what additional repairs or actions are required. In cases that require the aerial device to be dismantled from the chassis, your Ford dealer will facilitate the dismount and remount of the aerial device. A dismount and remount requires the unit to be stability tested in accordance with the unit’s Maintenance Manual, including a 5 degree slope test.

If Ford uses Altec for the dismount and remount, your Ford dealer must coordinate directly with Altec. The repair is not covered under the Altec Warranty policy. Ford will be responsible for covering all charges, including transporting the vehicle to and from an Altec Service facility for dismount and remount. Refer to the included communication from Ford for additional information.

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

October 2021

Customer Satisfaction Program 21B04

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

- Why are you receiving this notice?** On your vehicle, the installed second unit body may cause stress on the frame rail during use. Second unit bodies with the concern are aerial bucket trucks, service bodies with a hoist, roll-off wreckers, and waste hauler roll-offs. If you have a different second unit body attached to your truck this program does not apply.
- What is the effect?** Under certain use this stress may crack the frame rail behind the cab.
- What will Ford and your dealer do?** In the interest of customer satisfaction, Ford Motor Company has authorized your dealer, to inspect your truck and if needed to install frame support brackets free of charge (parts and labor) under the terms of this program. This Customer Satisfaction Program will be in effect until October 31, 2022 regardless of mileage. Coverage is automatically transferred to subsequent owners.
- How long will it take?** The time needed for this repair is one-day depending on vehicle configuration. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.
- What should you do?** Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 21B04. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter. 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 service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this service action performed on a timely basis. Therefore, please have this service action performed as soon as possible.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be

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

downloaded through the App Store or Google Play. In addition there are other features such as reserving 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.

**Have you previously
paid for this repair?**

If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this service action performed to ensure the correct parts and procedures were used.

If the previously paid for repair was performed before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to frame cracking. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before March 31, 2022. To avoid delays, do not send receipts to Ford Motor Company.

**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 our records, which are based primarily on state registration and title data, 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).

Thank you for your attention to this important matter.

Ford Customer Service Division