



Customer Outreach
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connect.altec.com/login

Phone 1-877-GO ALTEC
Facsimile 1-877-659-9929

IMPORTANT CUSTOMER SATISFACTION CAMPAIGN

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

Original Equipment Manufacturer Customer Satisfaction Campaign benefiting Altec installed equipment.

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 received notification from an Original Equipment Manufacturer (OEM) that a condition exists. This condition relates to the operation or customer satisfaction of the unit when equipped with an Altec aerial device or equipment.

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.

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, 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.

We appreciate your assistance in following this action in the interest of your continued satisfaction with Altec products.

Thank you for your immediate attention on this important matter.



International HV Torque Rods (FSC 21114)

Units Affected: Certain International HV models built with 6x6 configuration. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

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

Navistar has decided that a non-conformance which relates to customer dissatisfaction exists in certain International HV models built with 6x6 configuration.

Customer Action: Contact any International dealer location to have your vehicle repaired at no cost to you. You can find your nearest service location by calling 1-800-448-7825 or by using the service locator at <http://www.internationaltrucks.com>.

Requirements: Altec is not able to perform this repair. The work must be completed by an International dealer.

Completion and Warranty: This repair is not covered under the Altec Warranty Policy.

Altec Contact Info:

Altec Connect: connect.altec.com/login



Phone: 1-877-GO ALTEC (1-877-462-5832) | Options: 1 - Parts; 2 - Shop Service; 3 - Mobile Service; 4 - Technical Support; 5 - Global Rental Service Request; 6 - Chassis Repair

Altec Use Only	
Inspection labor	0 hr
Repair labor	0 hr
Account #	NA
Travel	Not included
NHTSA code	NA
Prime fail P/N	NA
Doc ref	NA

Altec Use Only			
Description	Part No.	Qty	Warranty
NA	NA	NA	NA



FIELD SERVICE CAMPAIGN – 21114

15 December 2021

SUBJECT:

Torque Rods

MODELS INVOLVED:

Certain International® HV™ models built with 6 X 6 Configuration.

DEFECT DESCRIPTION:

Driveline vibration and reduced driveline performance may occur due to incorrect rear axle pinion angles.

ELIGIBILITY:

This procedure applies ONLY to vehicles marked in the International® Service PortalSM with FSC 21114. Also complete any other open campaigns listed on the Service Portal at this time.

TOOLS REQUIRED:

No special tools required

PARTS REQUIRED:

Part Number	Description	Quantity
1661923C92	Torque Rod, Suspension - Front	1
1661934C92	Torque Rod, Suspension - Rear	1

Table 1 Parts Information