



Customer Outreach
PO Box 8338
Saint Joseph, MO 64508

product.safety@altec.com
connect.altec.com/login

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

IMPORTANT SAFETY RECALL

This notice applies to your vehicle. Refer to the provided 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 received notification from an Original Equipment Manufacturer (OEM) that a condition exists relating to motor vehicle safety, compliance, or emissions in a vehicle you possess that is equipped with Altec 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.

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, 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 safety and continued satisfaction with Altec products.

Thank you for your immediate attention on this important matter.



Ford Secondary Fuel Filter Leak (Ford 22S01)

Units Affected: Certain 2021 model year Super Duty, F-650, and F-750 vehicles equipped with a 6.7L Power Stroke Diesel Engine. 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.

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

Customer Action: Contact your local Ford dealer to schedule a service date to perform the recall. Refer to the included communication from Ford for additional information.

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

Table with 2 columns: Description, Value. Rows include Inspection labor (0 hr), Repair labor (0 hr), Account # (NA), Travel (Not included), NHTSA code (NA), Prime fail P/N (NA), Doc ref (NA).

Table with 4 columns: Description, Part No., Qty, Warranty. Row includes NA, NA, NA, NA.



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

January 2022

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

Safety Recall Notice 22S01 / NHTSA Recall 22V013

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, a small void may be present in the engine mounted secondary fuel filter cap. |
| What is the risk? | This potential void may progress to a pinhole allowing fuel to leak from the top of the secondary fuel filter. A fuel leak may also be accompanied by a fuel odor or an illuminated check engine light. A fuel leak may increase the risk of fire and injury. |
| What will Ford and your dealer do? | Ford Motor Company has authorized your dealer to replace both primary and secondary fuel filters 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. Additional time may be required to allow the engine to cool prior to performing this repair. |
| What should you do? | Please call your dealer without delay and request a service date for Recall 22S01. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

Ford <u>has not</u> issued instructions to stop driving your vehicle under this safety recall. |

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

If you notice a fuel odor, a visual fuel leak and/or your check engine light illuminates while your vehicle is moving or stationary, please contact your dealer without any delay and request your vehicle be towed to the dealer for repair. If you do not notice a fuel odor, a visual fuel leak and/or your check engine light is not illuminated, you can continue to safely drive your vehicle at this time, contact your dealer for an appointment to have your vehicle remedied as soon as practicable

If you do not already have a servicing dealer, you can access ford.com/support 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. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

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 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 ford.com/support.

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: ford.com/support.

**Can we assist you
Further? (Continued)**

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).

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 22V013.

Thank you for your attention to this important matter.

Ford Customer Service Division