



Customer Outreach  
PO Box 8338  
Saint Joseph, MO 64508

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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.



## Fuel Tubes Cracking - Fuel Leaks (Cummins C2532 — NHTSA 21E-099)

**Units Affected:** Certain Cummins X12 engines manufactured between April 26, 2016 and November 1, 2021 and for the installation in mixer, coach, emergency vehicle, refuse truck, recreational vehicle, and crane applications. 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.

Cummins Inc. has decided that a defect which relates to motor vehicle safety exists in certain Cummins X12 engines manufactured between April 26, 2016 and November 1, 2021 and for the installation in mixer, coach, emergency vehicle, refuse truck, recreational vehicle, and crane applications.

Refer to the included communication from Cummins Inc. for additional information.

**Customer Action:** Schedule repair with your nearest Cummins Distributor or authorized warranty dealer.

**Requirements:** Altec is not able to perform this repair. The work must be completed by your Cummins Distributor or authorized warranty dealer.

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

**Altec Contact Info:**

Altec Connect: [connect.altec.com/login](https://connect.altec.com/login) 

Phone: 1-877-GOALTEC (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



**\*\*\* IMPORTANT SAFETY RECALL \*\*\***  
**NHTSA Recall No. 21E-099**  
**Cummins Campaign #C2532**

March 11, 2022

Dear Cummins Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Cummins Inc. has decided that a defect which relates to motor vehicle safety exists in certain Cummins X12 Engines that were manufactured between April 26, 2016 and November 1, 2021 and for installation in mixer, truck, coach, emergency vehicle, refuse truck, recreational vehicle and crane applications.

This notice applies to the engines(s)/vehicles(s) listed on the enclosed table.

You previously received a letter informing you of this recall and advising you that Cummins was developing a remedy. A remedy is now available for your engine/vehicle.

**WHAT IS THE PROBLEM?**

The fuel tubes between the fuel rail and the injectors for cylinders 4, 5 and 6 may be susceptible to cracking, resulting in a high pressure fuel leak. A high pressure fuel leak in the presence of an ignition source may increase the risk of a fire.

**WHAT ARE WE DOING ABOUT THE PROBLEM?**

Cummins has released field Safety Campaign #C2532, X12 CM2350 X119B and X12 CM2450 X137B Fuel Injector Supply Line Safety Campaign to correct this condition by replacing the fuel tubes with new fuel tubes and installing vibration isolators for cylinders 4,5 and 6. This campaign is currently available at Cummins Distributors and authorized Warranty dealers. The repair will be completed free of charge and most applications will require approximately 2 hours to complete.

**WHAT SHOULD YOU DO?**

Contact the nearest Cummins Distributor or authorized Warranty Dealer to arrange to have this campaign performed on your engine. The distributor or dealer will work with you to schedule the best date to complete the repair.

In the meantime, Cummins advises you to periodically check the injector fuel tubes for signs of leaking and to seek repairs if leaks are identified. If a leak occurs, the operator may smell diesel fuel or observe a mist.



## WHO SHOULD YOU CONTACT IF YOU HAVE FURTHER QUESTIONS OR CONCERNS?

If you have questions or concerns about this recall, please contact your local Cummins Distributor or authorized warranty dealer. You may also contact Cummins Care at 1-800-CUMMINS (1-800-286-6467), or visit our website at [care.cummins.com](http://care.cummins.com).

If you have a complaint relative to this recall, you may report it to the following:

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, DC 20590

You may also call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

If you have not registered your Cummins product, please complete the enclosed registration card or register your product at <https://prodreg.cummins.com/prodreg/#/webform/contactInfo>.

If you are no longer the owner of the generators(s) listed on the enclosed table, please forward this notice to the new owner or provide the new owner's contact information to Cummins so that we can notify them of this recall.

***Federal law requires vehicle lessors receiving this recall notice to forward a copy of this notice to the lessee within ten (10) days. Also, it is a violation of Federal law for a dealer to deliver a new vehicle or equipment covered by this recall notice under a sale or lease until the defect has been remedied.***

Cummins is taking this action in the interest of your safety and satisfaction with our products. We apologize for any inconvenience and thank you for your attention to this matter.

Sincerely,

Campaign Administrator  
Cummins Inc.