



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.



COMPONENT/SUPPLIER RECALL CSR 541

Windshield Wiper Arm (Ford 22S26 — NHTSA 22V250)

Units Affected: Certain 2020 through 2022 model year Ford and Lincoln vehicles built from August 1, 2020 through October 20, 2021. 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.

Refer to the included communication from Ford for more information.

Customer Action: Ford does not currently have parts for this repair. Ford will contact you again, by mail, when parts are available.

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

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



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

April 2022

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

Safety Recall Notice 22S26 / NHTSA Recall 22V250

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, the windshield wiper arms may break, fail to operate, and detach from the vehicle.

What is the risk? A wiper arm that becomes inoperable and/or separated from the vehicle can result in reduced visibility in certain conditions, increasing the risk of crash.

What will Ford and your dealer do? Ford Motor Company is working with its suppliers to produce parts for this repair. When parts become available, Ford Motor Company will notify you via mail to schedule a service appointment to replace both front windshield wiper arms, free of charge (parts and labor). Parts are anticipated to be available late second quarter 2022.

What should you do? When parts are available, Ford Motor Company will send a letter to inform you that parts are available and to contact your dealer to schedule a repair. Ford has not issued instructions to stop driving your vehicle under this safety recall. When parts are available, you should contact your dealer for an appointment to have your vehicle remedied as soon as practicable. You can continue to safely drive your vehicle.

If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.

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 22V250.

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.

Thank you for your attention to this important matter.

Ford Customer Service Division



Ford Motor Company
Ford, División de Servicio al Cliente
P. O. Box 1904
Dearborn, Michigan 48121

Abril de 2022

***** CAMPAÑA DE SEGURIDAD IMPORTANTE *****

Seguridad Aviso de campaña 22S26/Campaña 22V250 de la NHTSA

Sr. Juan Pérez
Calle Principal 123
Ciudad, EE. UU. 12345

Número de identificación del vehículo (VIN): 12345678901234567

Este aviso se le envía de acuerdo con la Ley Nacional de Seguridad y Tránsito de Vehículos de los EE. UU.

Ford Motor Company ha determinado que existe un defecto relacionado con la seguridad de su vehículo, con el VIN que aparece más arriba.

Lamentamos esta situación y deseamos asegurarle que, con su ayuda, corregiremos el problema. Nuestro compromiso, junto con el de su distribuidor, es ofrecerle servicio y apoyo de alto nivel.

¿Cuál es el problema?

Es posible que los brazos del limpiaparabrisa de su vehículo se rompan, dejen de operar y se desprendan del vehículo.

¿Qué riesgo existe?

Si un brazo del limpiador deja de funcionar o se separa del vehículo puede provocar una reducción de la visibilidad en determinadas condiciones, lo cual aumenta el riesgo de choque

¿Qué medidas adoptarán Ford y su distribuidor?

Ford Motor Company colabora estrechamente con sus proveedores para fabricar las piezas para esta reparación. Cuando estas estén disponibles, Ford Motor Company le notificará mediante correo para programar una cita de servicio para reemplazar ambos brazos del limpiaparabrisa, sin costo alguno (piezas y mano de obra). Se prevé que las piezas estarán disponibles a fines del segundo trimestre de 2022.

¿Qué debe hacer?

Cuando las piezas estén disponibles, Ford Motor Company le enviará una carta para informarle la disponibilidad de estas y solicitarle que se comunique con su distribuidor a fin de programar la reparación.

Para esta campaña de seguridad, Ford no ha emitido instrucciones de no manejar el vehículo. Cuando las piezas se encuentren disponibles, deberá ponerse en contacto con su distribuidor a fin de programar una cita para solucionar este problema lo más pronto posible. Puede continuar manejando su vehículo con seguridad.

Si aún no tiene un distribuidor para realizar el servicio, puede acceder a ford.com/support para conocer las direcciones de los distribuidores, ver mapas y obtener las instrucciones para llegar.

Si aun así tiene problemas para reparar su vehículo en un periodo de tiempo razonable o sin costo, puede escribir al Administrador de National

Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590, llamar a la Línea directa de seguridad vehicular al 1-888-327-4236 (TTY: 1-800-424-9153) o visitar [safercar.gov](https://www.safercar.gov). Referencia: Campaña de seguridad 22V250 de la NHTSA.

Tenga presente que: La ley federal exige que los arrendadores de vehículos que reciban este aviso de campaña envíen una copia del mismo al arrendatario en un plazo de diez días.

NOTA: Puede recibir información sobre las campañas y los programas de satisfacción del cliente a través de la aplicación FordPass. La aplicación se puede descargar a través de App Store o Google Play. Adicionalmente, existen otras funciones como reserva de estacionamientos en determinados lugares, además de control de ciertas funciones en el vehículo (bloqueo o desbloqueo de puertas, arranque remoto) si así está equipado para permitir el control.

**COVID-19
(CORONAVIRUS)**

Los distribuidores Ford han implementado protocolos mejorados con el fin de asegurar tanto su seguridad como la de los empleados de los diferentes distribuidores. Esto incluye procedimientos específicos de limpieza y desinfección antes y después de realizar servicio en cada uno de los vehículos de nuestros clientes. En la mayoría de los lugares, la atención de vehículos se ha considerado un servicio esencial. Póngase en contacto con su distribuidor local para confirmar las horas de servicio actuales. Para obtener más información sobre cómo Ford y su distribuidor local están trabajando arduamente para mantenerlo en las calles durante estos tiempos difíciles, visite ford.com/support.

Gracias por su atención en este asunto sumamente importante.

Ford, División de Servicio al Cliente