



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 CAMPAIGN

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

Dear Altec Owner,

According to Altec ownership and service records, you own a vehicle that is affected by the following campaign: Ford 21B04. Ford launched this campaign in October 2021. Altec identifies this campaign as CSR 525. Ford has extended the deadline for this campaign. The updated documentation is included with this mailing.

Customer Action: Contact your Ford dealer to schedule this work to be performed. This work does have an **expiration date of October 31, 2023**. Refer to the included communications from Altec and Ford for more information.

To identify a Ford Dealer that can complete this work, please contact the Ford Customer Relationship Center:

1-800-34-FLEET (1-800-343-5338), Option 3

Altec is not able to perform the work for this campaign. However, we are informing you of this campaign in the interest of your continued satisfaction with Altec products.

Thank you for your immediate attention on this important matter.



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Frequently Asked Questions Ford 21B04 — Altec CSR 525

Does the aerial device need to be removed to perform the inspection?

No. The Ford Dealer can inspect the unit as built. If no cracks are found, the Dealer can install the bottom reinforcement plate and complete the campaign. All Ford 21B04 inspections must be completed by an authorized Ford Dealer. Altec and Customers should not inspect the chassis frame under Ford 21B04.

What happens if the Ford Dealer finds cracks while inspecting the frame?

A frame replacement is needed and must be coordinated by the Ford Dealer. Any request to remove the Altec aerial device or other mounted equipment must be initiated from the Ford Dealer. Ford has a process to formally request an estimate and sublet this work to Altec when required.

If an aerial device is removed from the chassis, can the aerial device be installed on a different chassis?

No. Ford will only reimburse the removal and re-installation of an aerial device on its originating VIN.

How do I find a Commercial Ford Dealer that can perform Ford 21B04?

Use the Ford Dealer locator tool at <https://www.fleet.ford.com/dealerships/>.

- Select Commercial Vehicle Center.
- Select F-650/F-750 Dealers.
- Contact an identified Ford Dealer and schedule an appointment.

What if the Ford Dealer is unable to perform the inspection or lower bracket installation?

According to the Ford Dealer bulletin, Ford has authorized their Dealers to sublet the work to another authorized shop, such as a heavy equipment truck shop, for completion.

I still cannot find a Ford Dealer to complete this work. What do I do now?

Call Ford at 1-800-34-FLEET (1-800-343-5338). Request they open a case, and locate a Dealer.

- They will require information on your previous attempts to locate an authorized Dealer: Dealership contacted, associate you spoke with, etc.
- If you have a written response from an authorized Dealer who was unable to perform this work, such as an email or printed statement, 34 Fleet will request this documentation.

What if the Dealer cannot schedule my vehicle prior to October 31, 2023?

The vehicle must have a Repair Order (RO) opened with Ford for 21B04 prior to October 31, 2023.

- As long as the authorized Dealer has that RO open, parts are on order and you are scheduled for the repair.
- Retain a copy of the RO for your records until the repair is complete.



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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.

Component/Supplier Campaign

Expires: October 31, 2023

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, 2023. 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

September 2022

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 has been extended until October 31, 2023, 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.

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 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 December 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 **Ford Pro Contact Center at 1-800-34-FLEET**, choose Option #1, 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



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

Septiembre 2022

Programa de satisfacción del cliente 21B04

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

Número de identificación del vehículo (VIN): 12345678901234567

El compromiso de Ford Motor Company no es solo fabricar productos confiables y de alta calidad, sino también lograr la plena satisfacción del cliente. Para demostrar este compromiso, le ofrecemos el Programa de satisfacción del cliente sin costo alguno para su vehículo con el VIN que aparece más arriba.

¿Por qué usted recibe este aviso?

La carrocería de la unidad secundaria instalada de su vehículo podría causar tensión en el riel del bastidor durante el uso. Las carrocerías de la unidad secundaria con el problema son los camiones canasta, las carrocerías de servicio con un polipasto, los camiones de auxilio rodantes y los camiones de basura rodantes. Si tiene una carrocería de unidad secundaria diferente instalada en su camión, no se aplica este programa.

¿Cuál es el efecto?

Bajo cierto uso, esta tensión podría agrietar el riel del bastidor detrás de la cabina.

¿Qué medidas adoptarán Ford y su distribuidor?

Con la intención de satisfacer a nuestros clientes, Ford Motor Company ha autorizado a su distribuidor a inspeccionar el camión y, si es necesario, a instalar soportes de bastidor sin costo alguno (piezas y mano de obra) conforme a los términos de este programa.

La vigencia de este Programa de satisfacción del cliente se extenderá hasta el 31 de octubre de 2023, independientemente del millaje. La cobertura se transfiere automáticamente a los siguientes propietarios.

¿Cuánto tiempo tomará?

El tiempo necesario para reparar es de un día, dependiendo de la configuración del vehículo. Sin embargo, debido a los requisitos de planificación de servicio, es posible que su distribuidor tarde un poco más.

¿Qué debe hacer?

Llame a su distribuidor lo antes posible para que programe una cita de servicio para realizar el Programa de satisfacción del cliente 21B04. Proporcione el VIN a su distribuidor, el cual está impreso debajo de sus datos al comienzo de esta carta.

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

**¿Qué debe hacer?
(continuación)**

Ford Motor Company le recomienda realizar esta acción de servicio en su vehículo. El propietario del vehículo es responsable de realizar los arreglos para llevar a cabo el trabajo. Ford Motor Company puede negar la cobertura en caso de que el vehículo hubiese sufrido daños por no haber realizado la acción de servicio de manera oportuna. Por lo tanto, le solicitamos que realice esta acción de servicio lo antes posible.

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.

**¿Ha pagado
anteriormente por esta
reparación?**

Si usted ha pagado previamente por la reparación que aborda el problema descrito en esta carta, igualmente se le recomienda realizar esta acción de servicio para garantizar que se hayan utilizado las piezas y los procedimientos correctos.

Si el pago por esta reparación se efectuó antes de la fecha de esta carta, podrá solicitar un reembolso. Solo se le otorgarán reembolsos por servicios relacionados con fisuras en el bastidor. Para comprobar si cumple con los requisitos y agilizar el reembolso, entregue el recibo de pago original a su distribuidor antes del 31 de diciembre de 2022. Para evitar demoras, no envíe recibos a Ford Motor Company.

**¿Qué pasa si usted ya
no es el propietario
del vehículo?**

Si usted ya no es el propietario del vehículo y tiene la dirección del propietario actual, le solicitamos que le reenvíe esta carta.

Este aviso lo recibió porque en nuestros archivos, basados principalmente en datos de registro y propiedad de los EE. UU., aparece usted como el propietario actual.

**¿Podemos hacer algo
más por usted?**

Si tiene problemas para reparar de inmediato su vehículo y sin costo alguno, comuníquese con el gerente de servicio de su distribuidor para solicitar ayuda.

PROPIETARIOS MINORISTAS: Si tiene dudas o preguntas, comuníquese con nuestro **Centro de Relación con Clientes Ford al 1-866-436-7332** y uno de nuestros representantes con gusto lo atenderá. Si desea comunicarse con nosotros a través de Internet, nuestra dirección es owner.ford.com

Las personas con problemas de audición pueden llamar al 1-800-232-5952 (TDD). Los representantes atienden de lunes a viernes, de 8:00 a.m. a 8:00 p.m. (hora del este).

PROPIETARIOS DE FLOTAS: Si tiene dudas o preguntas, comuníquese con nuestro **Centro de contacto de Ford Pro al 1-800-34-FLEET**, elija la opción n.º 1 y uno de nuestros representantes con gusto lo atenderá. Si desea comunicarse con nosotros a través de Internet, nuestra dirección es fleet.ford.com.

Los representantes atienden de lunes a viernes, de 8:00 a.m. a 8:00 p.m. (hora del este).

Gracias por su atención en este asunto sumamente importante.

Ford, División de Servicio al Cliente