



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-3070-A

## Intake Air Grid Heater Relay (Ram 13A — NHTSA 23V-060)

**Units Affected:** Certain 2021 model year (DJ) Ram 2500 Pickup, (D2) Ram 3500 Pickup, (DD) Ram 3500 Cab Chassis, (DP) Ram 4500/5500 Cab Chassis vehicles equipped with a 6.7L Cummins turbo diesel engine. Verify your vehicle 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.

Fiat Chrysler Automobiles (FCA US) has decided a defect which relates to motor vehicle safety exists in your Ram vehicle with the VIN shown in the attached list.

Refer to the included communication from FCA US for more information.

**Customer Action:** A remedy is not currently available

**Requirements:** Altec is not able to perform this repair. The work must be completed by a Chrysler, Jeep, Dodge, or Ram dealer. A remedy is not currently available. FCA US will send a second communication when a remedy is available.

**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-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	0.0 hr
Repair labor	0.0 hr
Account #	N/A
Travel	Not included
NHTSA code	90
Prime fail P/N	N/A
Doc ref	N/A

Altec Use Only			
Description	Part No.	Qty	Warranty
N/A	N/A	N/A	N/A



This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

13A/NHTSA 23V-060

LOGO

VEHICLE PICTURE

#### YOUR SCHEDULING OPTIONS

1. Visit [recalls.mopar.com](https://recalls.mopar.com) to sign up for email or SMS notifications for when remedy parts become available. You will be asked to provide your Vehicle Identification Number (VIN), provided above
  2. Scan below using your smartphone or tablet to sign up to be notified when remedy parts become available
- QR Code
3. Wait for FCA US to contact you again, by mail, with a follow-up recall notice when remedy parts are available
  4. Call the FCA Recall Assistance Center at 1-800-853-1403. An agent can sign you up to be notified when remedy parts become available, or answer any other questions you may have

# IMPORTANT SAFETY RECALL

## Intake Air Grid Heater Relay

Dear [Name],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

**Owners of vehicles previously notified of the Y08 recall (NHTSA 21V-163) or Y76 recall (NHTSA 21V-798) will need to bring their vehicle in for recall completion, regardless of having the Y08 or Y76 repair performed.**

FCA US LLC, has decided that a defect, which relates to motor vehicle safety, exists in certain [2021 Model Year (DJ) Ram 2500 Pickup, (D2) Ram 3500 Pickup, (DD) Ram 3500 Cab Chassis, (DP) Ram 4500/5500 Cab Chassis] vehicles equipped with a 6.7L Cummins turbo diesel engine.

#### WHY DOES MY VEHICLE NEED REPAIRS?

Your vehicle <sup>[1]</sup> can experience an engine compartment fire originating from the Generation 1 solid state intake air grid heater relay. An electrical short in the relay can potentially lead to a vehicle fire with the ignition on or off. **A vehicle fire can result in increased risk of occupant injury and/or injury to persons outside the vehicle, as well as property damage.**

**Customers are advised to not park these vehicles inside of buildings or structures, or near other vehicles until the vehicle has the final repair completed.**

#### HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

**The remedy for this condition is not currently available.** We are making every effort to finalize the remedy, and will service your vehicle free of charge (parts and labor) when the remedy is available.

FCA US will contact you again, by mail, with a follow-up recall notice when the remedy is available. Once you receive your follow-up notice, simply contact your Chrysler, Jeep®, Dodge or RAM dealer right away to schedule a service appointment <sup>[2]</sup>. Additional options for your next steps are included on the left side of this notification. We appreciate your patience.

#### WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit [www.fcarecallreimbursement.com](https://www.fcarecallreimbursement.com) to submit your reimbursement request online <sup>[3]</sup>. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

We apologize for any inconvenience, but are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Assistance/Field Operations  
FCA US LLC

#### DEALERSHIP INSTRUCTIONS

Please reference Safety Recall 13A.



**Mr. Mrs. Customer**  
**1234 Main Street**  
**Hometown, MI 48371**

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [safercar.gov](http://safercar.gov).

[3] You can also mail in your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.

Note to lessors receiving this recall notice: Federal regulation requires that you forward this recall notice to the lessee within 10 days.