



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 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 RECALL CSR-3121-A

Aisin Transmission (RAM 71A)

Units Affected: Certain 2022 model year (DD) Ram 3500 cab chassis, (DP) Ram 4500/550 cab chassis, (D2) Ram 3500 pickup trucks equipped with an AISIN transmission. 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.

FCA US LLC has issued a customer satisfaction campaign on your vehicle with the VIN shown in the attached list.

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

Customer Action: Follow the guidance in the included communication from FCA US LLC.

Requirements: Altec is not able to perform this repair.

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

Altec Use Only			
Description	Part No.	Qty	Warranty
NA	-	-	No

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXX

71A

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

1. RECOMMENDED OPTION

Call your authorized Chrysler / Dodge / Jeep® / RAM BusinessLink / Dealership

2. Call the FCA Recall Assistance

Center at **1-800-853-1403**. An agent can confirm part availability and help schedule an appointment.

3. Visit recalls.mopar.com, scan the

QR code below, or download the Mopar Owner's Companion App.

QR Code

Get access to recall notifications, locate your nearest dealer, and more through this website or Mopar Owner's Companion App. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity.

DEALERSHIP INSTRUCTIONS

Please reference CSN 71A.

CUSTOMER SATISFACTION NOTIFICATION

Aisin Transmission

Dear [Name],

At FCA US LLC, we recognize that the success of our business depends on the satisfaction of our customers. We are constantly monitoring the quality of our products and looking for opportunities to improve our vehicles even after they are sold. Because your long-term satisfaction is important to us, we are contacting you on important improvements we would like to make to your vehicle ^[1]. This will be done at no charge to you.

We are recommending the following improvements be performed on certain [2022 Model Year (DD) Ram 3500 Cab Chassis, (DP) Ram 4500/5500 Cab Chassis, (D2) Ram 3500 Pickup] trucks equipped with an AISIN transmission.

WHY DOES MY VEHICLE NEED REPAIRS?

The transmission in your vehicle may experience an internal dislodging of a snap ring which can cause poor shift quality and not engage the lower gears. The Malfunction Indicator Lamp (MIL) may also illuminate on the instrument panel cluster.

HOW DO I RESOLVE THIS CUSTOMER SATISFACTION NOTIFICATION?

FCA US will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the snap ring in the transmission. The estimated repair time is about 5 hours. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which may require more time. Your time is important to us, so we recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

**TO SCHEDULE YOUR FREE REPAIR,
CALL YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY**

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 to submit your reimbursement request online. ^[2] 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 repair performed.

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

Customer Assistance/Field Operations
FCA US LLC



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] 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.

CUSTOMER SATISFACTION NOTIFICATION

71A

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx).

Dear **RAM Owner:**

At FCA US LLC, we recognize that the success of our business depends on the satisfaction of our customers. We are constantly monitoring the quality of our products and looking for opportunities to improve our vehicles even after they are sold. Because your long-term satisfaction is important to us, we are contacting you on important improvements we would like to make to your vehicle. This will be done at no charge to you.

We are recommending the following improvements be performed on certain **2022 model year Ram 3500 Cab Chassis, Ram 4500/5500 Cab Chassis, and Ram 3500 Pickup trucks equipped with an Aisin transmission.**

- | | |
|---|---|
| <i>The problem is...</i> | The transmission in your vehicle may experience an internal dislodging of a snap ring which can cause poor shift quality and not engage the lower gears. The Malfunction Indicator Lamp (MIL) may also illuminate on the instrument panel cluster. |
| <i>What your dealer will do...</i> | FCA will service your vehicle free of charge (parts and labor). To do this, your dealer will replace the snap ring in the transmission. The estimated repair time is about 5 hours. However, additional time may be necessary depending on service schedules. We recommend that you make an appointment with your dealer to minimize your inconvenience. |
| <i>What you must do...</i> | Simply contact your dealer right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. Please bring this letter with you to your dealer. |
| <i>If you need help...</i> | If you have trouble getting your vehicle serviced, please contact the Dealer nearest your location. A representative will assist you in getting your vehicle serviced. This information can be found in the Customer Assistance section of your Owner's Manual. |

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

Global Service & Parts - International
FCA US LLC
Notification Code 71A



CUSTOMER SATISFACTION NOTIFICATION

An important improvement for your vehicle is available.

AVIS VISANT À ASSURER LA SATISFACTION DE LA CLIENTÈLE

Une amélioration importante pour.

SCAN TO VIEW
RECALLS



FIAT CHRYSLER AUTOMOBILES

CUSTOMER SATISFACTION NOTICE 71A AISIN TRANSMISSION

Dear Vehicle Owner:

At FCA Canada Inc., we recognize that the success of our business depends on the satisfaction of our customers. We are constantly monitoring the quality of our products and looking for opportunities to improve our vehicles even after they are sold. Because your long-term satisfaction is important to us, we are contacting you on important improvements we would like to make to your vehicle. This will be done at no charge to you.

WE ARE RECOMMENDING THE FOLLOWING IMPROVEMENTS BE PERFORMED ON CERTAIN 2022 MODEL YEAR (DD) RAM 3500 CAB CHASSIS, (DP) RAM 4500/5500 CAB CHASSIS, (D2) RAM 3500 PICKUP TRUCKS EQUIPPED WITH AN AISIN TRANSMISSION.

Your vehicle must be repaired because:

The transmission in your vehicle may experience an internal dislodging of a snap ring which can cause poor shift quality and not engage the lower gears. The Malfunction Indicator Lamp (MIL) may also illuminate on the instrument panel cluster.

We apologize for any inconvenience and thank you for your attention to this very important matter.

FCA Canada Inc.

National Service and Parts Manager



What You Must Do:

Contact an authorized FCA Canada dealer to schedule a service appointment.



What Your Dealer Will Do:

FCA will repair your vehicle free of charge. To do this, your dealer will replace the snap ring in the transmission. The estimated repair time is about 5 hours. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

FREQUENTLY ASKED QUESTIONS



WHERE CAN I FIND MORE INFORMATION ON THIS RECALL OR ANY OTHER RECALL AFFECTING MY VEHICLE?



WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to