



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-3118-A

Transmission Upper Valve Body Casting (Ford 23S54)

Units Affected: Certain 2024 and 2025 model year E-Series and F-650/F-750 Super Duty vehicles equipped with 6R140 (Torqueshift 6) automatic 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.

Ford Motor Company has decided your vehicle with the VIN shown in the attached list has a defect.

Refer to the included communication from Ford Motor Company for more information.

Customer Action: A remedy is not currently available. Follow the guidance in the included communication from Ford Motor Company.

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



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

October 2023

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

Safety Recall Notice 23S54 / NHTSA Recall 23V625

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 that relates to motor vehicle safety exists in your vehicle, which was built on a chassis supplied by Ford, 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? In your vehicle's transmission, a casting defect in the transmission upper valve body casting may cause the main control poppet valve to get stuck in the open position.

What is the risk? A stuck poppet valve restricts the flow of lubricant to the rear extension housing bushing, resulting in excessive heat generation in the bushing and erosion of the rear seal. This condition leads to transmission fluid leakage, noise and vibration. The increased vibration may result in a loss of torque retention on the abutment plate bolts. Once the abutment plate bolt torque is compromised, the park actuator may be unable to engage the park pawl into the park gear, which may result in unintended vehicle movement if the parking brake is not applied, increasing the risk of a crash.

What will Ford and your dealer do? Ford Motor Company is working closely 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 with your dealer for repairs to be completed free of charge (parts and labor). Parts are anticipated to be available December 2023.

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

**What should you do?
(continued)**

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 [NHTSA.gov](https://www.nhtsa.gov). Reference NHTSA Safety Recall 23V625.

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.

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

Octubre 2023

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

Aviso de Campaña de seguridad 23S54/Campaña 23V625 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 de Tránsito y Vehículos Motorizados de los EE. UU.

Ford Motor Company ha determinado que existe un defecto relacionado con la seguridad de su vehículo, el cual fue fabricado sobre un chasis suministrado por Ford, con el VIN que aparece 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?

En la transmisión de su vehículo, un defecto en la fundición del cuerpo de válvulas superior de la transmisión podría causar que la válvula solenoide de control principal se atasque en la posición abierta.

¿Qué riesgo existe?

Una válvula solenoide atascada restringe el flujo de lubricante al buje de la carcasa de extensión trasera, lo que genera un exceso de calor en el buje y la erosión del sello trasero. Esta condición provoca fugas de fluido de la transmisión, ruido y vibraciones. Un aumento de la vibración podría provocar una pérdida de retención del par de apriete de los tornillos de la placa de apoyo. Una vez comprometido el par de torsión del tornillo de la placa de apoyo, es posible que el actuador de estacionamiento no pueda acoplar el trinquete de estacionamiento en el engranaje de estacionamiento, lo que podría generar un movimiento no intencionado del vehículo si no se ha aplicado el freno de estacionamiento, 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 avisará mediante correo para programar una cita de servicio con su distribuidor y así realizar las reparaciones sin costo alguno (piezas y mano de obra). Se prevé que las piezas estarán disponibles en diciembre de 2023.

¿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 comuniquen con su distribuidor a fin de programar la reparación.

**¿Qué debe hacer?
(continuación)**

Para esta campaña de seguridad, Ford no ha emitido instrucciones de dejar de 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.

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 continúa con dificultades para reparar su vehículo en un tiempo razonable o sin cargo, le sugerimos que escriba al Administrador, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 o bien que llame sin cargo a la línea directa de seguridad vehicular al 1-888-327-4236 (TTY: 1-800-424-9153) o visite [NHTSA.gov](https://nhtsa.gov). Referencia: Campaña de seguridad 23V625 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.

Gracias por su atención en este asunto sumamente importante.

Ford, División de Servicio al Cliente