



Customer Outreach
PO Box 8338
Saint Joseph, MO 64508

product.safety@altec.com
connect.altec.com/login

Phone 1-877-GO ALTEC

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-3155-A

Manual Parking Brake Lever (Ford 24S09 — NHTSA 24V143)

Units Affected: Certain 2023-2024 F650-F750 vehicles. 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 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 Motor Company for more information.

Customer Action: 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	NA
Repair labor	NA
Account #	NA
Travel	Not included
NHTSA code	90
Prime fail P/N	NA
Kit instructions	NA

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



Ford Motor Company
Ford Customer Service Division
PO Box 1904
Dearborn, Michigan 48121

March 2024

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

Safety Recall Notice 24S09 / NHTSA Recall 24V143

Mr. John Sample
123 Main Street
Anywhere, USA 12345

This Notice Applies to Your Vehicle, 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 certain 2023-2024 F650-F750 vehicles, including 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, it may be possible for the parking brake to disengage without pressing the release button.

What is the risk? If the parking brake is unintentionally disengaged, it could result in the vehicle rolling away, increasing the risk of crash or injury.

What will Ford and your dealer do? Ford Motor Company is working to develop the service remedy for this repair. When the service repair and parts are 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).

What should you do? When a service repair and parts are available, Ford Motor Company will send a letter to inform you that the service repair and 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 the service repair and 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.

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 24V143.

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

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
PO Box 1904
Dearborn, Michigan 48121

Marzo de 2024

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

Aviso Aviso de campaña 24S09/Campaña 24V143 de la NHTSA

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

Este aviso se aplica al vehículo, 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 en determinados vehículos F650-F750 2023-2024, incluido 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? En su vehículo, es posible que el freno de estacionamiento se desactive sin presionar el botón de liberación.

¿Qué riesgo existe? Si el freno de estacionamiento se desactiva accidentalmente, el vehículo podría desplazarse, lo que aumenta el riesgo de accidente o lesiones.

¿Qué medidas adoptarán Ford y su distribuidor? Ford Motor Company está trabajando para desarrollar la solución de servicio para esta reparación. Cuando la reparación de servicio y las piezas estén disponibles, Ford Motor Company le enviará una notificación por correo a fin de programar una cita de servicio con el concesionario para llevar a cabo las reparaciones sin costo alguno (piezas y mano de obra).

¿Qué debe hacer? Cuando la reparación de servicio y las piezas estén disponibles, Ford Motor Company le enviará una carta para informarle la disponibilidad de estas y solicitarle que se comuniquen con su concesionario a fin de programar una reparación.

Para esta campaña de seguridad, Ford no ha emitido instrucciones de dejar manejar el vehículo. Cuando la reparación de servicio y 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

**¿Qué debe hacer?
(continuación)**

seguridad vehicular al 1-888-327-4236 (TTY: 1-800-424-9153) o visite [NHTSA.gov](https://www.nhtsa.gov). Referencia: Campaña de seguridad 24V143 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