



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 continued satisfaction with Altec products.

Thank you for your immediate attention on this important matter.



## COMPONENT/SUPPLIER RECALL    CSR-3180-A

### Power Steering Pressure Line Inspection (Ford 24S42 — NHTSA 24V494)

**Units Affected:** Certain 2025 model year F-650 and F-750 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](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 | 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

August 2024

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

**Safety Recall Notice 24S42 / NHTSA Recall 24V494**

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 that relates to motor vehicle safety exists in certain 2025 F-650/F-750 vehicles, 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.

- |                                           |                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>What is the issue?</b>                 | Your vehicle may be equipped with steering tie-rod ends that may fracture, resulting in front axle steering disconnection.                                                                                                                                                                                                                                                                                            |
| <b>What is the risk?</b>                  | If your vehicle experiences a tie-rod end fracture, the passenger side wheel will become disconnected from the steering system leading to degraded steering precision, which could increase the risk of a crash.                                                                                                                                                                                                      |
| <b>What will Ford and your dealer do?</b> | Ford Motor Company has authorized your dealer to perform an inspection of the steering tie-rod assembly and to determine if additional repairs will be necessary free of charge (parts and labor).                                                                                                                                                                                                                    |
| <b>How long will it take?</b>             | The time needed for this inspection is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.                                                                                                                                                                                                                                        |
| <b>What should you do?</b>                | <p>Please call your dealer without delay and request a vehicle inspection date for Recall 24S42. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.</p> <p>Ford <u>has not</u> issued instructions to stop driving your vehicle under this safety recall. You should contact your dealer for an appointment to have your vehicle remedied as soon as practicable.</p> |

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

If you do not already have a servicing dealer, you can access [ford.com/support](https://ford.com/support) for dealer addresses, maps, and driving instructions.

Ford Motor Company wants you to have this safety recall 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 recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

**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.**

**Mobile Service**

Ford Mobile Service is offered by participating dealers, contact your dealer for details.

**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 recall performed to ensure the correct parts and procedures were used.

You may be eligible for a refund of previously paid repairs. Refunds will only be provided for services related to steering tie-rod assembly. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer.

Refund requests may also be sent directly to Ford Motor Company. To request your refund from Ford, send the refund request with all required documentation, including your original repair receipt (no photocopies), to Ford Motor Company at PO Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.

Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332.

**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 government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which 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 (CRC) at 1-866-436-7332** and one of our representatives will be happy to assist you. The CRC is open on weekdays from 8:00 AM – 11:00 PM and on Saturday 8:00 AM - 8:00 PM (Eastern Time). TTY/TDD users, please contact the CRC at the number listed using the Telecommunication Relay Service by dialing 711.

If you wish to contact us through the internet, our address is [ford.com/support](https://ford.com/support).

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](https://fleet.ford.com).

Representatives are available Monday through Friday: 7:00 AM – 11:00 PM and Saturday 7:00 AM – 5:00 PM (Eastern Time).

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://nhtsa.gov). Reference NHTSA Safety Recall 24V494.

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

Agosto 2024

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

**Aviso de Campaña de seguridad 24S42/Campaña 24V494 de la NHTSA**

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

Este aviso se relaciona con su vehículo con el 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 determinó que existe un defecto relacionado con la seguridad en algunos vehículos F-650/F-750 2025, incluido el suyo con 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 concesionario, es ofrecerle servicio y apoyo de alto nivel.

**¿Cuál es el problema?**

Su vehículo podría estar equipado con una barra de acoplamiento de la dirección cuyos extremos podrían fracturarse y provocar la desconexión de la dirección del eje delantero.

**¿Qué riesgo existe?**

Si su vehículo sufre una fractura del extremo de la barra de acoplamiento, la rueda del lado del pasajero se desconectará del sistema de dirección, lo que degradará la precisión de la dirección y podría aumentar el riesgo de choque.

**¿Qué medidas adoptarán Ford y su concesionario?**

Ford Motor Company ha autorizado a su concesionario a realizar una inspección del ensamble de la barra de acoplamiento de la dirección y a determinar si es necesario realizar reparaciones adicionales sin costo (piezas y mano de obra).

**¿Cuánto tiempo tomará?**

El tiempo necesario para esta inspección será menos de medio día. Sin embargo, debido a los requisitos de planificación de servicio, es posible que su concesionario tarde un poco más.

### ¿Qué debe hacer?

Llame a su concesionario lo antes posible y solicite una cita de servicio para llevar a cabo la Campaña 24S42. Proporcione el VIN a su concesionario, el cual está impreso debajo de sus datos al comienzo de esta carta.

Para esta campaña de seguridad, Ford no emitió instrucciones de dejar manejar el vehículo. Deberá ponerse en contacto con su concesionario a fin de programar una cita para solucionar este problema lo más pronto posible.

Si aún no tiene un concesionario para realizar el servicio, puede acceder a [ford.com/support](https://ford.com/support) para conocer las direcciones de los concesionarios, ver mapas y obtener las instrucciones para llegar.

Ford Motor Company le recomienda realizar esta campaña de seguridad en su vehículo. El propietario del vehículo es responsable de efectuar los arreglos necesarios 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 campaña de manera oportuna. Por lo tanto, le solicitamos que realice esta campaña lo antes posible.

**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.**

### Servicio móvil

El Servicio móvil de Ford se ofrece a través de los concesionarios que participan, comuníquese con su concesionario para obtener detalles.

### ¿Pagó anteriormente por esta reparación?

Si pagó previamente por la reparación que aborda el problema descrito en esta carta, se recomienda realizar esta campaña de todos modos, para garantizar que el concesionario haya usado las piezas y los procedimientos correctos.

Es posible que cumpla con los requisitos para recibir un reembolso por las reparaciones que pagó previamente. Solo se otorgarán reembolsos por servicios relacionados con el ensamble de la barra de acoplamiento de la dirección. Para comprobar si cumple con los requisitos y agilizar el reembolso, proporcione el recibo de pago original a su concesionario.

También puede enviar las solicitudes de reembolso directamente a Ford Motor Company. Para solicitar un reembolso de Ford, envíe la solicitud de reembolso con toda la documentación que se solicita, incluido el recibo original de la reparación (no envíe fotocopias), a Ford Motor Company, P.O. Box 6251, Dearborn, Michigan 48121-6251. El procesamiento de las solicitudes de reembolso que se envían a esta dirección puede tardar hasta 60 días. Se le regresará el recibo original.

Comuníquese con el Centro de Relación con Clientes al 1-866-436-7332 para obtener información detallada relacionada con la elegibilidad para el programa de reembolso de Ford y los requisitos de documentación.

**¿Qué pasa si 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.

Usted recibió este aviso porque las regulaciones del gobierno exigen el envío de notificaciones al propietario conocido más reciente del registro. Nuestros registros se basan principalmente en datos estatales y de propiedad, que indican que usted es el propietario actual del vehículo.

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

Si tiene problemas para reparar su vehículo de inmediato y sin costo alguno, comuníquese con el Gerente de Servicio de su concesionario para solicitar ayuda.

PROPIETARIOS MINORISTAS: Si tiene dudas o preguntas, comuníquese con nuestro **Centro de Relación con Clientes (CRC) Ford al 1-866-436-7332** y uno de nuestros representantes con gusto lo atenderá. El CRC está abierto de lunes a viernes de 8:00 a. m. a 11:00 p. m. y los sábados de 8:00 a. m. a 8:00 p. m. (hora del este). Si es usuario de TTY/TDD, comuníquese con el CRC al número que se menciona, mediante el servicio de retransmisión de telecomunicaciones, para esto, marque el 711.

Si desea comunicarse con nosotros a través de Internet, nuestra dirección es [ford.com/support](http://ford.com/support).

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](http://fleet.ford.com).

Los representantes atienden de lunes a viernes de 7:00 a.m. a 11:00 p.m. y sábado de 7:00 a.m. a 5:00 p.m. (hora del este).

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](http://NHTSA.gov). Referencia: Campaña de seguridad 24V494 de la NHTSA.

Gracias por su atención en este asunto sumamente importante.

Ford, División de Servicio al Cliente