



Customer Outreach
PO Box 8338
Saint Joseph, MO 64508

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

Phone 1-877-GO ALTEC

This campaign applies to your vehicle. Refer to the provided list.

Dear Altec Owner,

Altec Industries, Inc. has issued a customer satisfaction campaign as described in the included Service Information Letter (SIL). According to our records, you own one or more units this applies to.

Refer to the included letter for the items covered under the Altec Warranty Policy. 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 letter.

Compare your unit's identifying information with the provided list to verify your unit is affected. You may also contact Altec or view your fleet through Altec Connect to determine if there are any other outstanding notices.

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 regret this inconvenience; however, we are taking this action in the interest of your continued satisfaction with Altec products.

Thank you for your immediate attention on this important matter.



Taillight Module Placard

Units Affected: Certain Altec units mounted on Freightliner M2 Plus and Legacy Chassis built from 2023 to 2025. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that trailers with incandescent lighting are not compatible with the Altec supplied trailer plug on the affected units. This can cause the trailer lights to not turn on. The Altec supplied trailer plug is rated for LED lights and meets build specifications.

Customer Action: Order and install the Trailer Plug Rating Placard Kit, part number 991776289. Install this placard during the unit’s routine maintenance schedule or within 60 days of receipt of this notice, whichever comes first. Warranty for this work expires November 14, 2026. If the customer would like to upgrade their trailer plug at their expense, refer to Optional Trailer Plug Upgrade on page 2.

Subsequent damage due to failure to perform the required action(s) in the time period allowed will not be covered by warranty.

Ask your service provider to check for any outstanding notices at your next appointment.

Requirements: Every affected unit requires the installation of the Trailer Plug Rating Placard for completion. The work is estimated to take 10 minutes and one person to complete.

If the customer decides to update the trailer plug at their expense, the placard kit is not required.

Completion and Warranty: The placard installation is covered under the Altec Warranty Policy until November 14, 2026 and can be performed by Altec, the customer, or the customer’s warranty provider. Altec will perform the work for free at an Altec facility during the unit’s routine maintenance. If the customer or the customer’s warranty provider performs the work, a warranty claim must be submitted to be reimbursed for the cost of the parts and/or labor. Altec will allow up to \$22.50 for the labor to perform the repair. Customers are responsible for the travel costs of an Altec Mobile Service technician if the technician performs the work at the owner’s location.

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 (Service) 0.0 hr (Other)
Repair labor	0.75 hr (Service) 0.50 hr (Other)
Account #	010.1036.43156.000.9465.000
Travel	Not included
NHTSA code	90
Prime fail P/N	N/A
Kit instructions	074900948 (placard);074900949 (upd)

Altec Use Only			
Description	Part No.	Qty	Warranty
Trailer plug rating placard kit	991776289	1	Yes
Harness update kit	991824759	AR	No

Optional Trailer Plug Update: If the customer would like to update their trailer plug at their cost to be compatible with incandescent lights, determine if the unit is a Legacy Chassis or M2 Plus Chassis (refer to Figure 1). Then refer below for repair instructions.

- Customers with legacy units do not require a kit. These units can be updated by following the Legacy Freightliner Chassis — Update procedure below.
- Customers with an M2 Plus chassis, order Trailer Plug Harness Update Kit, part number 991824759.



Figure 1 — Chassis Identification

Legacy Freightliner Chassis — Update

1. Read and understand all steps of the instructions before beginning the procedure. Wear appropriate personal protective equipment (PPE) following your employer's requirements.
2. Position the unit on a level surface.
3. Locate the taillight module and harness connector (refer to Figure 2).

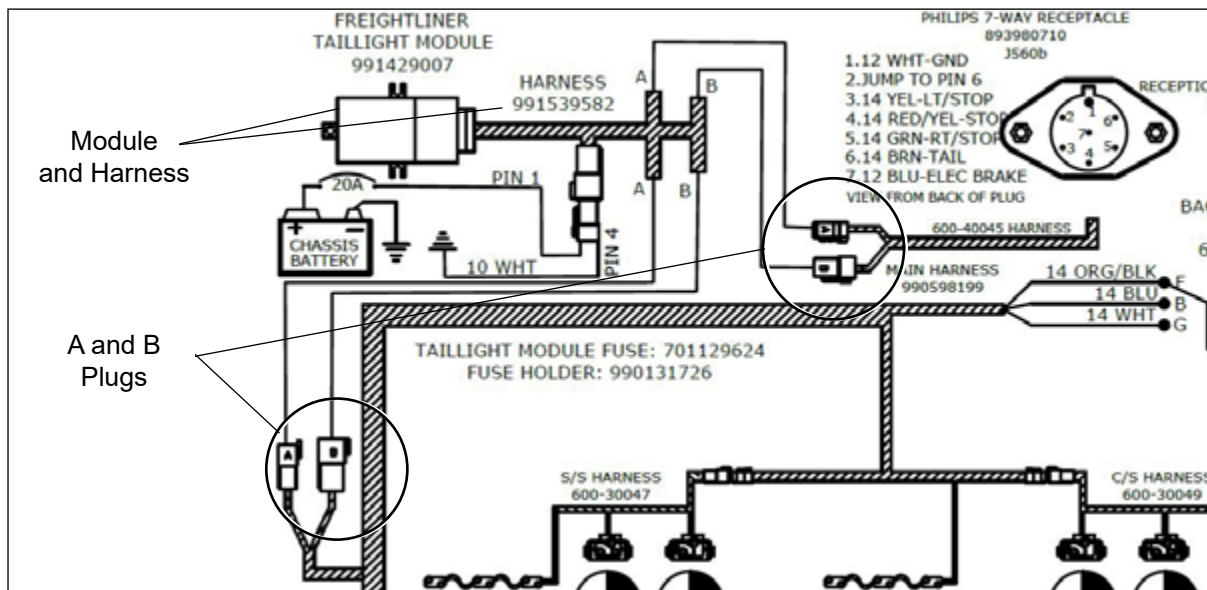


Figure 2 — Wiring Schematic

4. Remove the taillight module, part number 991429007, and harness, part number 991539582.
5. Connect the A and B plugs from the trailer receptacle and tailshelf harness (refer to Figure 2).

6. Remove the 20 Amp fuse located in the battery box under the street side cab door (refer to Figure 3). Refer to Figure 4 to verify upfit configuration.



Figure 3 — 20 Amp Fuse

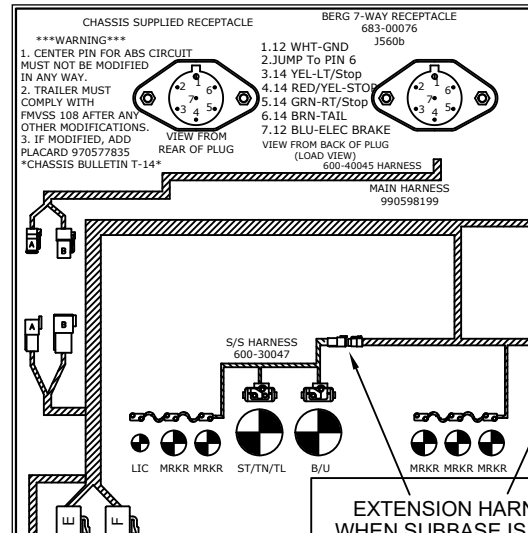


Figure 4 — Schematic with Fuse Removed

7. Test the trailer functions to verify they are operating properly.
 - a. Start the engine.
 - b. Connect a trailer or trailer light tester compatible with incandescent lights to the vehicle using the trailer plug.
 - c. Test and verify all trailer lights work correctly.
8. Return the unit to service.
9. Complete the Freightliner Legacy Chassis Update Record at the end of this document and submit it to Altec. If Altec Service completed the work, mark this notice as Repaired, Complete on the Service Request.

FREIGHTLINER LEGACY CHASSIS RECORD UPDATE

Complete this form and submit it to Altec to document completion of a Legacy Chassis Update. This means the trailer rating placard is not required, and this notice will be marked complete.



Product Safety

Choose one of these options for submission.

- Scan the Product Safety QR code and complete the form.
- Complete, scan, and email this page to product.safety@altec.com
- Online through the customer portal – Altec Connect*



Altec Connect

*If the customer or the customer’s warranty provider performs the repair, submit a warranty claim through Altec Connect to be reimbursed for the cost of the parts and/or labor.

Model	Altec Unit Serial Number	Date Inspected

Company Name _____ Phone _____

Service Company Name _____ Phone _____

Company Contact _____

Company Mailing Address _____

City _____ State/Province _____

ZIP/Mailing Code _____ Country _____

Signature _____

Submission of this form does not order parts or schedule service from Altec.

Contact Altec for more information or to schedule the work to be done by Altec.

Make copies of this form for additional units if needed.