



Customer Outreach
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Saint Joseph, MO 64508

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altec.com/altec-connect/

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-3217-A

Windshield Defrosting and Defogging (International 24518 — NHTSA 24V-906)

Units Affected: Certain 2025 eMV™ series built 5/21/2024 through 10/21/2024 fail to conform to Federal Motor Vehicle Safety Standard No. 103 - Windshield defrosting and defogging system. 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.

International Motors, LLC 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 International Motors, LLC for more information.

Customer Action: Follow the guidance in the included communication from International Motors, 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:

Phone: 1-877-GO ALTEC (1-877-462-5832) — Altec Connect Customer Portal: altec.com/altec-connect/

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

IMPORTANT SAFETY RECALL 24518**JANUARY 2025****NHTSA RECALL NO. 24V-906****THIS NOTICE APPLIES TO YOUR VEHICLE IDENTIFIED ON THE ENCLOSED CARD.**

Dear International® customer,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

International Motors, LLC. has decided that certain 2025 eMV™ series built 5/21/2024 thru 10/21/2024 fail to conform to Federal Motor Vehicle Safety Standard No. 103 – Windshield defrosting and defogging system.

REASON FOR THIS RECALL

The suspect vehicles do not conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 103 Windshield defrosting and defogging systems, S4.1. Each vehicle shall have a windshield defrosting and defogging system.

eMV™ vehicles may have been built without a required circuit breaker installed, which may affect the heater operation. Specifically, vehicles built without this fuse may not have any cabin heat to aid in defrosting or defogging the windshield.

RISK TO MOTOR VEHICLE SAFETY

Vehicles operating without heat in the defrost or defogging system may have decreased outward visibility in certain driving conditions, which may increase the risk of a crash.

DEFECT REMEDY

The repair will involve installing 5A circuit breaker and an updated label on the lid of the fuse box. The repair will be performed free of charge and take less than an hour to complete.

ACTIONS YOU SHOULD TAKE

If you own this vehicle, please schedule an appointment with any Authorized repair center to have your vehicle repaired at no cost to you. You can find your nearest dealer by using the dealer locator at

<https://www.internationaltrucks.com/dealer-locator> or by calling 1-800-448-7825 or find the nearest Love's center at <https://www.loves.com>. Love's and Speedco locations in Texas and Louisiana cannot perform warranty services.

If you have already paid for repairs prior to this notice that corrected this defect, you may be eligible for reimbursement of certain repair expenses if they occurred 5/1/2024 thru 1/31/25. Present your original repair paperwork and proof of payment to any INTERNATIONAL® dealer and your eligibility

will be reviewed. You may also submit a claim using the enclosed Request for Reimbursement card.

If you are the lessor of this vehicle, please forward a copy of this notice to the lessee within ten days to comply with federal regulations. If you do not own this vehicle, please fill out and return mail the enclosed card so that you will not be contacted again about this recall.

IF YOU NEED FURTHER ASSISTANCE

If you believe that International Motors, LLC. has failed to remedy the defect without charge or within a reasonable time, please follow the procedure described in the Owner Assistance Guide section in your Owner's Manual or call toll free 1-800-448-7825.

You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

International Motors, LLC. requests your prompt attention and patience regarding the correction of this defect and apologizes for any inconvenience this may cause you.