



Customer Outreach
PO Box 8338
Saint Joseph, MO 64508

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

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 Product Update Notice (PUN). According to our records, you own one or more units this applies to.

Refer to the included PUN for the items covered under the Altec Warranty Policy. Some improvements are not covered under the Altec Warranty Policy.

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.

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.



Firmware Update — JEMS Connect: Vehicle Status and Diagnostic Trouble Codes (DTC)

Units Affected: Certain JEMS S/SE/LE/BG model units built from January 2020 to January 2025. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has developed additional features and functionality for JEMS Connect. Features include Vehicle Status Indicators and Diagnostic Trouble Codes (DTCs), both are accessed from Connect.

Key highlights include:

- Increased Fleet Performance and Reliability — Vehicle Status and DTCs empower you to monitor and diagnose JEMS performance in near real-time rather than once the issue has escalated to help avoid:
 - Increased downtime
 - Unnecessary service-related costs and decreased operational efficiency
 - Costly repairs by identifying and addressing concerns before significant damage occurs
- Improves your JEMS metrics — As JEMS performance and reliability continue to improve using these new features, you will achieve improvements in additional metrics such as Fuel Savings, JEMS utilization, Emissions Avoided, and much more.

All JEMS units built from February 2025 forward are able to view these updates. JEMS units built before this date require a firmware update to add the functionality. Customers must have an active JEMS Insights package to see these features.

Customer Action: If you'd like to take advantage of these updates, contact Altec to update your JEMS firmware. If you have an AXIS Service tool, scan the QR code to request the firmware and make the update through your own technician. You will need the unit serial number to make this request. This update is at the expense of the customer.



Requirements: The update requires a unit-specific firmware package, use of the AXIS Service Tool, and an active JEMS Insights package per unit. The update is estimated to take 1.5 hours.

Completion and Warranty: This notice is informational only. There is no warranty associated with this notice. This notice was marked as complete upon mailing since it's an optional upgrade.

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 #	Customer expense
Travel	Not included
NHTSA code	NA
Prime fail P/N	NA
Kit instructions	074900970

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

Don't have the AXIS Service Tool?

The AXIS Service Tool can be purchased through Altec Parts, part number 970651915.

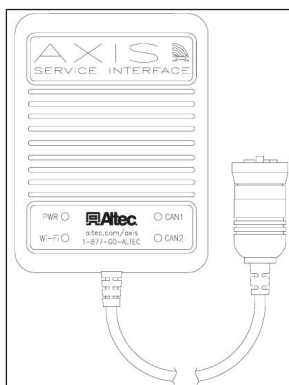


Figure 1 — AXIS Service Tool

Don't have an active JEMS Insights package?

Email fleetservices@altec.com for pricing information.