



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.



Wiring Update for Trailer Brakes

Units Affected: Certain Freightliner chassis with Altec builds manufactured from July 2021 to February 2025. Verify your vehicle is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec has learned that the trailer wiring harness on certain Freightliner chassis supplies constant voltage to the trailer brakes, causing the trailer brakes to always be engaged.

Customer Action: Order and install the Trailer Harness Wiring Update Kit, part number 991937631, or contact Altec to schedule this work to be completed. This work should be completed by the next service interval. Completing this work will update the trailer wiring harness to allow use of trailers with electric brakes. Warranty for this repair expires July 3, 2027.

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

Modified Operation: Do not use an affected vehicle with an electric trailer until this work is complete.

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

Requirements: The repair is estimated to take 30 minutes and 1 person to complete and should be performed by someone familiar with chassis electrical systems.

Completion and Warranty: The repair is covered under the Altec Warranty Policy until July 3, 2027 and can be performed by Altec, the customer, or the customer's warranty provider if qualified for this type of work. Altec will perform the work for free at an Altec facility. 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 \$45 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:

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	1.0 hr (Service); 0.5 hr (Other)
Account #	010.0857.43156.000.9542.000
Travel	Not included
NHTSA code	90
Prime fail P/N	NA
Kit instructions	074900987

Altec Use Only			
Description	Part No.	Qty	Warranty
Trailer harness wiring update kit	991937631	1	Yes