



**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.



## Exhaust Tip Inspection

**Units Affected:** Certain Chevrolet and International CV vehicles built from March 2024 to March 2025. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

**Background:** Altec has learned that some vehicles could have been shipped without an exhaust tip on affected units.

**Customer Action:** Inspect each vehicle or contact Altec to complete the inspection within 90 days of receipt of this notice. Completing this work will reduce exhaust tip outlet temperatures, noise, and potential back pressure that could affect efficiency. Warranty for this repair expires July 31, 2027.

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:** The inspection is estimated to take less than 15 minutes and 1 person to complete. The repair is estimated to take 30 minutes and 1 person to complete.

**Completion and Warranty:** The inspection and repair are covered under the Altec Warranty Policy until July 31, 2027 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. 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 inspection and 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:

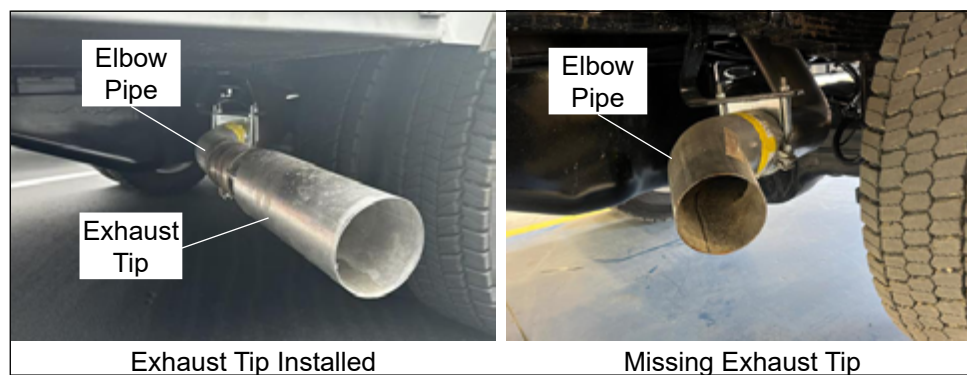
Phone: 1-877-GO ALTEC (1-877-462-5832) — Altec Connect Customer Portal: [altec.com/altec-connect/](https://altec.com/altec-connect/)

| Altec Use Only   |                                    |
|------------------|------------------------------------|
| Inspection labor | 0.75 hr (Service); 0.25 hr (Other) |
| Repair labor     | 1.0 hr (Service); 0.5 hr (Other)   |
| Account #        | 010.0227.43156.000.9548.000        |
| Travel           | Not included                       |
| NHTSA code       | 90                                 |
| Prime fail P/N   | NA                                 |
| Kit instructions | 074900986                          |

| Altec Use Only  |           |     |          |
|-----------------|-----------|-----|----------|
| Description     | Part No.  | Qty | Warranty |
| Exhaust tip kit | 991922716 | 1   | Yes      |

**Inspection Procedure:** No tools are required for this inspection.

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, apply the parking brake, and turn off the engine. Remove the key from the ignition, and secure it following your employer's vehicle lockout/tagout procedure. Chock the wheels.
3. Look at the exhaust piping beneath the body going along the curb/passenger side to the rear of the chassis (refer to Figure 1).
  - If the exhaust tip is missing, proceed to step 5.
  - If the exhaust tip is installed, proceed to step 4.



**Figure 1 — Exhaust Tip**

4. No repair is required.
  - a. Put the unit back into service.
  - b. Complete the Inspection Sheet at the end of this notice, and return it to Altec.
  - c. If the inspection was performed by Altec, mark this notice as complete on the Service Request.
  - d. Do not complete the remaining step in this notice.
5. Repair is required.
  - a. Put the unit back into service.
  - b. Arrange for the installation of the Exhaust Tip kit, part number 991922716, using one of the methods below.
    - Contact Altec Service to schedule the installation of the kit.
    - Contact Altec Parts to order the kit, and schedule for your own technician or your third party provider to install the kit.
  - c. Do not complete the Inspection Sheet at the end of this notice. Completion of the notice will be documented after the vehicle is repaired.
  - d. Install the kit upon receipt.

# INSPECTION SHEET

Complete this form and submit it to Altec to document a completed inspection that results in no repair or a repair that did not require a parts kit to complete.

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](mailto:product.safety@altec.com)
- Online through the customer portal – 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.



Product Safety



Altec Connect

| 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.