



IMPORTANT CUSTOMER SATISFACTION CAMPAIGN

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

Original Equipment Manufacturer Customer Satisfaction Campaign benefiting Altec installed equipment.

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. This condition relates to the operation or customer satisfaction of the unit when equipped with an Altec aerial device or 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.

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-3259-A

Shift Stalks (Daimler Truck North America LLC - SF715 A-B)

Units Affected: Certain specific 2025-2026 model year vehicles including: Freightliner 108SD, 114SD, M2, eM2, Cascadia, eCascadia; Western Star 47X, 48X, 49X, 57X. Vehicles were manufactured December 4, 2024 to February 5, 2025. 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.

Daimler Truck North America LLC (DTNA) has issued a field service campaign for your vehicle with the VIN shown in the attached list.

Refer to the included communication from DTNA for more information.

Customer Action: Follow the guidance in the included communication from DTNA.

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

SF715 A-B

Creation Date: August 2025

Copy of Notice to Owners

Subject: Shift Stalks

Daimler Truck North America LLC (DTNA), on behalf of its Freightliner Trucks Division and wholly owned subsidiary, Western Star Truck Sales, Inc., is initiating Field Service Campaign SF715 to modify specific 2025-2026 model year vehicles including: Freightliner 108SD, 114SD, M2, eM2, Cascadia, eCascadia; Western Star 47X, 48X, 49X, 57X. Vehicles were manufactured December 4, 2024 to February 5, 2025.

PROBLEM: At initial key-on, certain stalk switches may experience power supply issues leading to various symptoms. Common indicators may include the engine/powertrain failing to start as well as unintentional activation of wipers and hazard lights.

SOLUTION: Stalk switches will be inspected and replaced as needed.

Please contact an authorized DTNA dealer to arrange to have the campaign performed and to ensure that parts are available. The campaign will take approximately one hour and will be performed **free of charge**. To locate an authorized dealer go to <https://northamerica.daimlertruck.com/brands/support>. At the bottom of the page click on the appropriate brand (shown as an icon), and at the top of each brand's page is an option to 'Find a Dealer'.

This Field Service Campaign will **terminate on August 31, 2026**. Please make sure the campaign is completed prior to this date. Work completed after this date will be done at the customer's expense.

As stated in the terms of your express limited warranty, Daimler Truck North America LLC will not pay for any damage caused by failure to properly maintain your vehicle. Daimler Truck North America LLC considers the work necessary under this campaign to be proper maintenance and, therefore, will not pay for any damage to your vehicle caused by your failure to have the repairs that are the subject of this campaign performed in a reasonable time.

If you have any questions, contact the Warranty Campaigns Department at (800) 547-0712, from 7 a.m. to 4 p.m. Pacific Time, Monday through Friday, e-mail address: dtna-war-campaigns@daimlertruck.com, or contact the Customer Assistance Center at (800) 385-4357.

WARRANTY CAMPAIGNS DEPARTMENT
Enclosure