



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

Original Equipment Manufacturer Customer Satisfaction Campaign benefiting Altec installed equipment.

Dear Altec Owner,

Altec Industries, Inc. has been notified that a condition exists based upon a notification from the Original Equipment Manufacturer (OEM) of the vehicle. This relates to the operation or customer satisfaction of the unit when equipped with Altec equipment.

Refer to 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 in the attached 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-3276-A

Rear-View Camera Blank or Distorted Image Display (Ford 25S89 — NHTSA 25V572)

Units Affected: Certain 2015-2019 model year Ford vehicles. 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.

Ford 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 Ford for more information.

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

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



Ford Motor Company
Customer Service Division
PO Box 1904
Dearborn, Michigan 48121

September 2025

***** IMPORTANT SAFETY RECALL *****

Safety Recall Notice 25S89 / NHTSA Recall 25V572

Mr. John Sample
123 Main Street
Anywhere, USA 12345

This Notice Applies to Your Vehicle, Vehicle Identification Number (VIN): 12345678901234567

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 2015-2019 Model Year Ford vehicles, including the VIN shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue? On your vehicle, the rear-view camera could display a blank or distorted image on the center display screen when the vehicle is in reverse. You may also receive a message that the rear-view camera is unavailable on the center display screen.

What is the risk? A rear-view camera that displays a blank or distorted image while in reverse can reduce or distort the driver's view of what is behind the vehicle, increasing the risk of a crash.

What will Ford and your dealer do? **Parts are not available.** Ford Motor Company is working to provide parts for this repair. When the remedy becomes available, Ford Motor Company will notify you via mail to schedule a service appointment with your dealer for repairs to be completed free of charge.

What should you do? **When the remedy is available, Ford Motor Company will send a letter to inform you to contact your dealer to schedule a repair.**

Ford has not issued instructions to stop driving your vehicle under this safety recall. When the remedy is available, you should contact your dealer for an appointment to have your vehicle remedied as soon as practicable. If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.

**What should you do?
(Continued)**

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-888-275-9171) or go to [NHTSA.gov](https://www.nhtsa.gov). Reference NHTSA Safety Recall 25V572.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

What if you no longer own this vehicle?

If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

Thank you for your attention to this important matter.

Customer Service Division



Ford Motor Company
División de Servicio al Cliente
PO Box 1904
Dearborn, Michigan 48121

Septiembre 2025

***** CAMPAÑA DE SEGURIDAD IMPORTANTE *****

Aviso de Aviso de Campaña 25S89/Campaña 25V572 de la NHTSA

Sr. Juan Pérez
Calle Principal 123
Ciudad, EE. UU. 12345

Este aviso se relaciona con su vehículo con el número de identificación del vehículo (VIN):
12345678901234567

Este aviso se le envía de acuerdo con la Ley Nacional de Seguridad de Tránsito y Vehículos Motorizados de los EE. UU.

Ford Motor Company ha determinado que existe un defecto relacionado con la seguridad del vehículo en algunos Ford año modelo 2015-2019, incluido el suyo con el VIN que aparece arriba.

Lamentamos esta situación y deseamos asegurarle que, con su ayuda, corregiremos el problema. Nuestro compromiso, junto con el de su concesionario, es ofrecerle servicio y apoyo de alto nivel.

¿Cuál es el problema?

En su vehículo, la cámara trasera podría mostrar una imagen en blanco o distorsionada en la pantalla central cuando el vehículo está en reversa. También es posible que reciba un mensaje que indica que la cámara trasera no está disponible en la pantalla central.

¿Qué riesgo existe?

Una cámara trasera que muestra una imagen en blanco o distorsionada mientras está en reversa puede reducir o distorsionar la visión del conductor de lo que hay detrás del vehículo, lo que aumenta el riesgo de choque.

¿Qué medidas adoptarán Ford y su concesionario?

Las piezas no se encuentran disponibles. Ford Motor Company está trabajando para proporcionar las piezas para realizar esta reparación. Cuando la solución esté disponible, Ford Motor Company le notificará mediante correo para que programe una cita de servicio con su concesionario y así realizar las reparaciones sin costo alguno.

¿Qué debe hacer?

Cuando haya una solución disponible, Ford Motor Company le enviará una carta para informarle que se comunique con su concesionario a fin de realizar la reparación.

Para esta campaña de seguridad, Ford no emitió instrucciones de dejar manejar el vehículo. Una vez que haya una solución disponible, deberá comunicarse con su concesionario a fin de programar una cita para solucionar este problema lo más pronto posible.

Si aún no tiene un concesionario para realizar el servicio, puede acceder a ford.com/support para conocer las direcciones de los concesionarios, ver mapas y obtener las instrucciones para llegar.

**¿Qué debe hacer?
(continuación)**

Si continúa con dificultades para reparar su vehículo en un tiempo razonable o sin cargo, le sugerimos que escriba al Administrador, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 o bien que llame sin cargo a la línea directa de seguridad vehicular al 1-888-327-4236 (TTY: 1-888-275-9171) o visite [NHTSA.gov](https://www.nhtsa.gov). Referencia: Campaña de seguridad 25V572 de la NHTSA.

Tenga presente que: La ley federal exige que los arrendadores de vehículos que reciban este aviso de campaña envíen una copia del mismo al arrendatario en un plazo de diez días.

NOTA: Puede recibir información sobre las campañas y los programas de satisfacción del cliente a través de la aplicación FordPass. La aplicación se puede descargar a través de App Store o Google Play. Adicionalmente, existen otras funciones como reserva de estacionamientos en determinados lugares, además de control de ciertas funciones en el vehículo (bloqueo o desbloqueo de puertas, arranque remoto) si así está equipado para permitir el control.

¿Qué pasa si usted ya no es el propietario del vehículo?

Si usted ya no es el propietario del vehículo y tiene la dirección del propietario actual, le solicitamos que le reenvíe esta carta.

Usted recibió este aviso porque las regulaciones del gobierno exigen el envío de notificaciones al propietario conocido más reciente del registro. Nuestros registros se basan principalmente en datos estatales y de propiedad, que indican que usted es el propietario actual del vehículo.

Gracias por su atención en este asunto sumamente importante.

División de Servicio al Cliente