



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-3280-A

Occupant Restraint Controller Module (FCA US LLC C3C — NHTSA 25V-882)

Units Affected: Certain 2025 (DJ) RAM 2500 Pickup, 2025 (D2) RAM 3500 Pickup, 2025 (DD) RAM 3500 Cab Chassis, 2025 (DP) RAM 4500/5500 Cab Chassis. 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.

FCA US LLC 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 FCA US LLC for more information.

Customer Action: Follow the guidance in the included communication from FCA US LLC .

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

Released: February 18, 2026

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

C3C/NHTSA 25V-882

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

1. RECOMMENDED OPTION

Call your authorized Chrysler / Jeep® / Dodge / RAM Dealership.

2. Call the FCA Recall Assistance

Center at 1-800-853-1403. An agent can confirm part availability and help schedule an appointment.

3. Visit recalls.mopar.com, scan the

QR code below, or download the Mopar Owner's Companion App.

QR Code

Get access to recall notifications, locate your nearest dealer, and more through this website or Mopar Owner's Companion App. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity. The last eight characters of your VIN are provided above.

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall C3C.

IMPORTANT SAFETY RECALL

Occupant Restraint Controller Module

Dear [Name],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

FCA US LLC has decided that certain [2025 (DJ) RAM 2500 Pickup, 2025 (D2) RAM 3500 Pickup, 2025 (DD) RAM 3500 Cab Chassis, 2025 (DP) RAM 4500/5500 Cab Chassis] vehicles fail to comply with Federal Motor Vehicle Safety Standard (FMVSS) Nos. 126 Electronic stability control systems for light vehicles and 208 Occupant crash protection.

It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

WHY DOES MY VEHICLE NEED REPAIRS?

The Occupant Restraint Controller (ORC) module on your vehicle ^[1] may go into an offline state while driving. An ORC module in an offline state may disable Electronic Stability Control (ESC) and may not command airbag or pretensioner deployment. **Failure of the ORC module to command airbag and/or pretensioner deployment can increase the risk of injury in certain crashes. Failure of the ESC can cause a vehicle crash without prior warning.**

The condition above fails to comply with the requirements of FMVSS No. 126 requires Electronic Stability Control (ESC) to be active while driving. An ORC module in an offline state may disable ESC. FMVSS No. 208 requires driver's airbag deployment during certain crash events. An ORC module in an offline state may not command airbag or pretensioner deployment in those crashes.

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US LLC will repair your vehicle ^[2] free of charge (parts and labor). To do this, your dealer will update the ORC module software. The estimated repair time is 15 minutes. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which may require more time. Your time is important to us, so we recommend that you schedule a service appointment to minimize your inconvenience. Ask your dealer for alternate transportation options while your vehicle is in service. Please bring this letter with you to your dealership.

**TO SCHEDULE YOUR FREE REPAIR,
CALL YOUR CHRYSLER, JEEP®, DODGE OR RAM DEALER TODAY**

WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit www.fcarecallreimbursement.com to submit your reimbursement request online. ^[3] Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

We apologize for any inconvenience, but are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Assistance/Field Operations
FCA US LLC



Mr. Mrs. Customer
1234 Main Street
Hometown, MI 48371

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-888-275-9171), or go to safercar.gov.

[3] You can also mail in your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.

Note to lessors receiving this recall notice: Federal regulation requires that you forward this recall notice to the lessee within 10 days.