



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-3287-A

TufTrac Axle Clamp Group (Freightliner F1027A - NHTSA 25V760)

Units Affected: Certain 2020-2026 Freightliner 108SD, 114SD, 122SD and Business Class M2 and Western Star 4700, 47X, 48X RHD and 49x 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.

Daimler Truck North America LLC (DTNA) 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 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	N/A
Repair labor	N/A
Account #	N/A
Travel	Not included
NHTSA code	90
Prime fail P/N	N/A
Kit instructions	N/A

Altec Use Only			
Description	Part No.	Qty	Warranty
N/A	N/A	N/A	N/A

Released: April 9, 2026

IMPORTANT SAFETY RECALL

This notice applies to your vehicle(s), see enclosed VIN list.

**December 2025
F1027
NHTSA #25V-760**

Subject: TufTrac Axle Clamp Group

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

Daimler Truck North America LLC (DTNA), on behalf of its Freightliner Trucks Division, and wholly owned subsidiary, Western Star Truck Sales, Inc., has decided that a defect, which relates to motor vehicle safety, exists in certain 2020-2026 Freightliner 108SD, 114SD, 122SD and Business Class M2 and Western Star 4700, 47X, 48X RHD and 49X vehicles. See below for additional details:

Make	Model	Model Year Start	Model Year End	Production Start Date	Production End Date
Freightliner	108SD	2020	2026	September 12, 2019	September 3, 2025
	114SD	2020	2026	August 9, 2019	September 4, 2025
	122SD	2021	2023	January 22, 2020	December 21, 2022
	Business Class M2	2020	2026	August 15, 2019	September 2, 2025
Western Star	4700	2023	2023	February 10, 2022	February 10, 2022
	47X	2021	2026	July 8, 2020	September 18, 2025
	48X RHD	2022	2022	March 24, 2021	March 24, 2021
	49X	2020	2026	March 20, 2019	September 15, 2025

The fasteners in the axle clamp group on certain vehicles may not have been properly tightened, and can loosen and fail. As a result, the axle could shift, leading to a loss of vehicle control, increasing the risk of a crash.

A Daimler Truck North America authorized service facility will inspect and tighten the fasteners on the axle clamp group and replace the castings on the axle clamp group as needed. The Recall will take approximately four hours and will be **performed free of charge**.

Please contact an authorized Daimler Truck North America dealer to arrange to have the Recall performed and to ensure that parts are available.

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'.

You may also confirm your vehicle's involvement in this Recall at the following URL:
<https://dtna-dlrinfo.prd.freightliner.com:48518/VinLookup/vin-module/getVinLookupPage>.

You may be liable for any progressive damage that results from your failure to complete the Recall within a reasonable time after receiving notification.

If you do not own the vehicle that corresponds to the identification number(s) which appears on the Recall Notification, please return the notification to the Warranty Campaigns Department with any information you can furnish that will assist us in locating the present owner. If you have leased this vehicle, Federal law requires that you forward this notice to the

**Daimler Truck
North America LLC**

Daimler Truck North America LLC
Warranty Campaigns Department
P.O. Box 4090
Portland, OR 97208-4090
800.547.0712 Phone

lessee within ten days. If you are a subsequent stage manufacturer, Federal law requires that you forward this notice to your distributors and retail outlets within five working days. If you have paid to have this recall condition corrected prior to this notice, you may be eligible to receive reimbursement. Please see the reverse side of this notice for details.

If you have questions about this Recall, please contact the Warranty Campaigns Department at (800) 547-0712, 7 a.m. to 4 p.m. Pacific Time, Monday through Friday, e-mail address: dtna-war-campaigns@daimlertruck.com. For other concerns, you may contact the Customer Assistance Center at (800) 385-4357. If your manufacturer, distributor, or dealer fails to remedy the defect or noncompliance without charge and within a reasonable time, you may wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, DC 20590; or call the Vehicle Safety Hotline at (888) 327-4236 (TTY: 800-424-9153); or go to <https://www.nhtsa.gov>.

We regret any inconvenience this action may cause but feel certain you understand our interest in motor vehicle safety.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

Reimbursement to Customers for Repairs Performed Prior to Recall

If you have already **paid** to have this recall condition corrected, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts and labor. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Daimler Truck North America LLC dealer. The following documentation must be presented to your dealer for consideration for reimbursement.

Please provide original or clear copies of all receipts, invoices, and repair orders that show

- The name and address of the person who paid for the repair
- The Vehicle Identification Number (VIN) of the vehicle that was repaired
- What problem occurred, what repair was done, when the repair was done
- Who repaired the vehicle
- The total cost of the repair expense that is being claimed
- Proof of payment for the repair (such as the front and back of a cancelled check or a credit card receipt)

Reimbursement will be made by check from your Daimler Truck North America LLC dealer.

Please speak with your Daimler Truck North America LLC authorized dealer concerning this matter.