



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 component(s) or accessory(ies) included with your Altec equipment. This relates to the operation or customer satisfaction of the included component(s) or accessory(ies).

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-3320-A

Out-of-Date Body Control Module Programming (Field Service Campaign 26101)

Units Affected: Certain International® HV™, HX®, eMV™, CV™, LT®, RH™, LoneStar®, and MV™ Series trucks, IC Bus™ CE Series buses and IC Bus™ Electric CE Series buses. 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.

International Motors 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 International Motors for more information.

Customer Action: Follow the guidance in the included communication from International Motors.

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: July 22, 2026

FIELD SERVICE CAMPAIGN 26101**APRIL 2026**

Dear International customer,

International Motors, LLC* has decided to perform a Field Service Campaign on certain International® HV™, HX®, eMV™, CV™, LT®, RH™, LoneStar®, and MV™ Series trucks, IC Bus™ CE Series buses and IC Bus™ Electric CE Series buses

REASON FOR THIS CAMPAIGN

Out of date Body Control Module (BCM) programming may cause erroneous fault codes after the vehicle sits for 2 or 3 days

DEFECT REMEDY

The remedy will involve reprogramming the BCM to the last program. The repair will be performed free of charge within the warranty period or one year from the date of this letter, whichever occurs later and takes approximately an hour to complete.

ACTIONS YOU SHOULD TAKE

International's records indicate that you own a vehicle involved in this campaign. The vehicle is identified on the enclosed card.

If you own this vehicle, please schedule an appointment with any Authorized repair center to have your vehicle repaired at no cost to you. You can find your nearest dealer by using the dealer locator at

<https://www.internationaltrucks.com/dealer-locator> or by calling 1-800-448-7825 or find the nearest Love's center at <https://www.loves.com>.

Love's and Speedco locations in Texas and Louisiana cannot perform warranty services.

If you are the lessor of this vehicle, please forward a copy of this notice to the lessee within ten days to comply with federal regulations.

If you do not own this vehicle, please fill out and return mail the enclosed card so that you will not be contacted again about this recall.

IF YOU NEED FURTHER ASSISTANCE

If you believe that International Motors, LLC has failed to remedy the defect without charge or within a reasonable time, please follow the procedure described in the Owner Assistance Guide section in your Owner's Manual or call toll free 1-800-448-7825.

International Motors, LLC requests your prompt attention and patience regarding the correction of this defect and apologizes for any inconvenience this may cause you.