



210 Inverness Center Parkway
Birmingham, AL 35242

Telephone: 205-991-7733
Facsimile: 205-991-9993
www.altec.com

**IMPORTANT ORIGINAL EQUIPMENT MANUFACTURER
RECALL**

This notice applies to your vehicle. See attached serial number list.

NHTSA Safety, FMVSS Compliance, or Emissions Recall

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 been informed that a defect exists in a motor vehicle you possess that is equipped with Altec equipment, based upon a notification from the Original Equipment Manufacturer (OEM) relating to motor vehicle safety, compliance, or emissions.

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.

For US owners: after contacting the OEM according to the attached notice, if you are still not able to have the safety condition remedied within a reasonable time, you may write to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, DC 20590 or call 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.

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, please call Altec at 1-877-GO-ALTEC (1-877-462-5832) so the records may be changed.

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 safety and continued satisfaction with Altec products.

Thank you for your immediate attention on this important matter.



Altec Industries, Inc.
Midwest Operations
St. Joseph, MO.

CSR 508

Chassis/Supplier Recall

February 25, 2021

Units Affected: 2020 through 2021 Freightliner 108SD, 114SD, Business Class M2, and Cascadia vehicles manufactured June 1, 2020 through September 9, 2020. (Please verify that your unit serial number is affected by reviewing the attached list in this CSR or by accessing your fleet on connect.altec.com/login)

Freightliner Steer Axle Spindle Nut Snap Ring

Altec is committed to providing our customers reliable products from initial delivery throughout the useful life of the machine.

Daimler Trucks 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 on specific model year 2020 through 2021 Freightliner 108SD, 114SD, Business Class M2, and Cascadia vehicles manufactured June 1, 2020, through September 9, 2020.

On certain vehicles, the steer axle spindle nut snap ring may not be fully engaged. If the snap ring becomes dislodged, it may not prevent the spindle nut from backing-off. ~~This can~~ cause the hub to loosen and potentially cause a wheel-off condition, increasing the risk of a motor vehicle crash or injury. The snap ring will be inspected for proper installation and repaired as needed. Repairs will be performed by Daimler Trucks North America authorized service facilities.

Owners of affected units - Please contact an authorized DTNA dealer to arrange to have the recall performed and to ensure that parts are available at the dealership. Instructions on how to request this service are included in the attached letter from DTNA.

Altec is not able to complete this repair. All work must be completed by an authorized DTNA dealer.

This repair is not covered under the Altec Warranty policy.

Altec Use Only	
Inspection labor	0.0 hr
Repair labor	0.0 hr
Account #	None
Travel	Not Included
NHTSA code	n/a
Prime fail P/N	n/a
Doc ref	n/a

Parts Kit	Part Number	Qty	Warranty
N/A	N/A		N/A

**Daimler Trucks
North America LLC**

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

**December 2020
FL866A
NHTSA #20V-660**

IMPORTANT SAFETY RECALL
See enclosed VIN list

Subject: Steer Axle Spindle Nut Snap-Ring

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

Daimler Trucks 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 on specific Model Year 2020-2021, Freightliner 108SD, 114SD, Business Class M2, Cascadia; and Western Star 4700, 4900, and 5700 model vehicles manufactured June 1, 2020, through September 9, 2020.

On certain vehicles, the steer axle spindle nut snap-ring may not be fully engaged. If the snap-ring becomes dislodged, it may not prevent the spindle nut from backing-off causing the hub to loosen and potentially cause a wheel-off condition, increasing the risk of a motor vehicle crash or injury.

The snap-ring will be inspected for proper installation and repaired as needed. Repairs will be performed by Daimler Trucks North America authorized service facilities.

Please contact an authorized Daimler Trucks North America dealer to arrange to have the Recall performed and to ensure that parts are available at the dealership. To locate an authorized dealer, search online at Daimler-TrucksNorthAmerica.com/Contact-us. Scroll down to "Locate a Dealer" and select the appropriate brand. The Recall will take approximately one half hour to two hours, depending on the repair, and will be performed at no charge to you. You may also confirm your vehicle's involvement in this recall at this 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 lessee within 10 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, 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, e-mail address DTNA.Warranty.Campaigns@Daimler.com. For other concerns, you may contact the Customer Assistance Center at (800) 385-4357. If you are not able to have the defect remedied 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 <http://www.safercar.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 Trucks 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 Trucks North America LLC dealer.

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