



**This campaign applies to your vehicle. Refer to the provided list.**

Dear Altec Owner,

Altec Industries, Inc. has issued a **customer satisfaction campaign** as described in the included Service Information Letter (SIL). According to our records, you own one or more units this applies to.

Refer to the included letter for the items covered under the Altec Warranty Policy. 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 letter.

Compare your unit's identifying information with the provided list to verify your unit is affected. You may also contact Altec or view your fleet through Altec Connect to determine if there are any other outstanding notices.

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 regret this inconvenience; however, we are taking this action in the interest of your continued satisfaction with Altec products.

Thank you for your immediate attention on this important matter.



## JEMS High-Pressure Hose Inspection

**Units Affected:** Certain JEMS units mounted on Freightliner M2 Plus chassis with L9 engines built from January 2024 to May 2025. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

**Background:** Altec has learned that the JEMS high-pressure air conditioning hose could be installed incorrectly on affected units. This could result in a refrigerant leak and cause the air conditioning to stop functioning. To address this, Altec has created A/C Repair Kits to install a replacement high-pressure hose.

**Customer Action:** Inspect the A/C high-pressure hose using the Inspection Procedure beginning on page 2. Depending upon the results of this inspection, order and install one of the two JEMS A/C Repair Kits, part number 992022713 or 992022741. Complete this inspection and repair, or contact Altec to complete this work, by the next preventive maintenance cycle or within 90 days of receipt of this notice, whichever comes first. Warranty for this repair expires August 11, 2028.

Subsequent damage due to failure to perform the required action(s) in the time period allowed will not be covered by warranty.

**Ask your service provider to check for any outstanding notices at your next appointment.**

**Requirements:** The repair requires the A/C refrigerant to be discharged and recharged by a chassis dealer or a certified mechanic. The inspection is estimated to take 30 minutes and 1 person to complete. The repair is estimated to take 9½ hours and 1 person to complete. An Altec technician can complete the inspection, but not the repair.

**Completion and Warranty:** The inspection and repair are covered under the Altec Warranty Policy until August 11, 2028 and can be performed by Altec, the customer, or the customer's warranty provider. An Altec technician is able to perform this inspection, but not the repair. Altec will perform the work for free at an Altec facility by subletting through a chassis dealer, including transport between Altec and the dealer. If the customer or the customer's warranty provider performs the work, a warranty claim must be submitted to be reimbursed for the cost of the parts and/or labor. Altec will allow up to \$45.00 for the labor to perform the inspection and up to \$855.00 for the labor to perform the repair. Customers are responsible for the travel costs of an Altec Mobile Service technician if the technician performs the inspection at the owner's location. Altec will cover the cost of transport to the chassis dealer or certified mechanic if the final repair is inspected and verified by Altec Service.

### Altec Contact Info:

Phone: 1-877-GO ALTEC (1-877-462-5832) — Altec Connect Customer Portal: [altec.com/altec-connect/](https://altec.com/altec-connect/)

| Altec Use Only   |                                   |
|------------------|-----------------------------------|
| Inspection labor | 1.0 hr (Service); 0.5 hr (Other)  |
| Repair labor     | 10.0 hr (Service); 9.5 hr (Other) |
| Account #        | 010.XXXX.43156.000.9604.000       |
| Travel           | Not included                      |
| NHTSA code       | 90                                |
| Prime fail P/N   | 991582826                         |
| Kit instructions | 992036247                         |

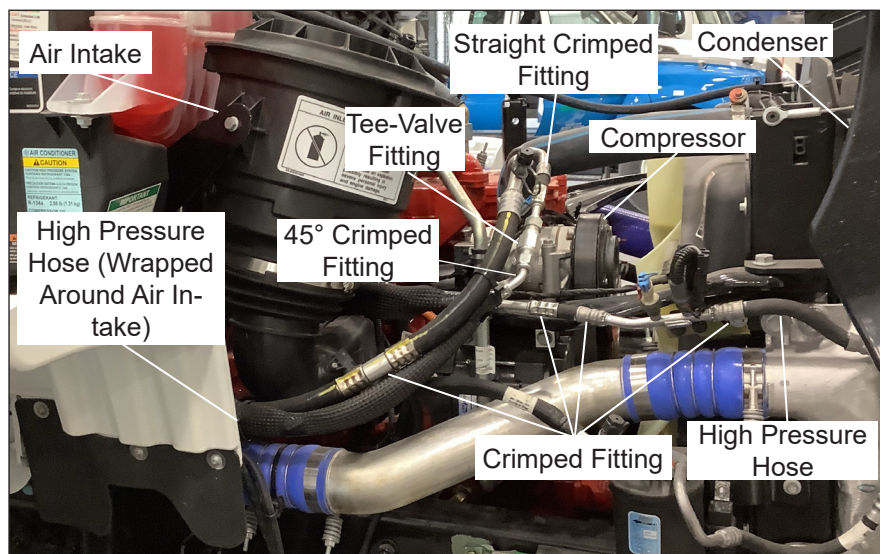
| Altec Use Only                        |           |     |          |
|---------------------------------------|-----------|-----|----------|
| Description                           | Part No.  | Qty | Warranty |
| JEMS AC repair kit (mindline sensors) | 992022713 | 1   | Yes      |
| JEMS AC repair kit (endline sensors)  | 992022741 | 1   | Yes      |

## Inspection Procedure

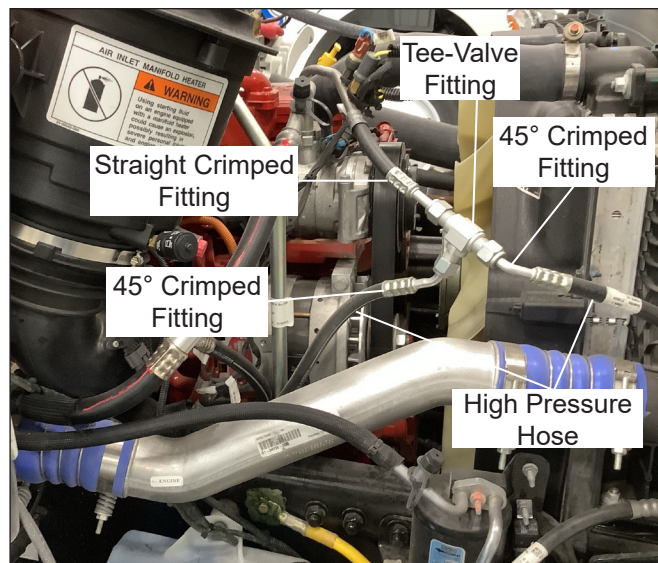
### Required Tools

- Normal mechanic's hand tools
- Tape measure

1. Read and understand all steps of the instructions before beginning the procedure. Wear appropriate personal protective equipment (PPE) following your employer's requirements.
2. Position the unit on a level surface, apply the parking brake, and turn off the engine. Remove the key from the ignition, and secure it following your employer's vehicle lockout/tagout procedure. Chock the wheels.
3. Release the hood latches on the street side and curb side of the vehicle and open the chassis hood.
4. Locate the high-pressure line connected to the air conditioning condenser (refer to Figure 1).
5. Inspect the high-pressure line (refer to Figures 2 and 3). The inspection will require following the length of the hose and confirming if certain components are installed at specific points. Record the results of the inspection in the Inspection Results Table on page 4.
  - a. Beginning at the end of the hose connected to the condenser, confirm if the hose connects to a straight crimp fitting or a tee-valve fitting.
  - b. From the fitting, confirm if the hose wraps around the air intake.
  - c. Confirm that the hose from step b connects to a 45° crimp fitting.
  - d. Confirm if the 45° crimp fitting from step c connects a tee-valve fitting.
  - e. Confirm if the tee-valve fitting from step d connects to a straight fitting.
  - f. Confirm there is at least 3" of space between every crimped fitting listed in steps a through e.



**Figure 1 — High-Pressure Hose  
(Hose Wrapped Around the Air Intake)**



**Figure 2 — High-Pressure Hose  
Connected to a Straight Tee-Fitting  
(Hose Routes Down Instead of Around Air Intake)**

6. Consult the Inspection Results Table on page 4 to determine if repair is required.
  - If any of the inspection results indicate repair is required, proceed to step 8.
  - If none of the inspection results indicate repair is required, proceed to step 7.
7. No repair is required.
  - a. Put the unit back into service.
  - b. Complete the Inspection Sheet at the end of this notice, and return it to Altec.
  - c. If the inspection was performed by Altec, mark this notice as complete on the Service Request.
  - d. Do not complete the remaining step in this notice.
8. Repair is required.
  - a. Put the unit back into service.
  - b. Consult the Required Kit charts on page 5 and order the indicated repair kit, part number 992022713 or 992022741. The correct kit will be based upon the unit's serial number and/or VIN.
  - c. Arrange for the installation of the required kit using one of the methods below.
    - Contact Altec Service to schedule the installation of the kit.
    - Contact Altec Parts to order the kit, and schedule for your own technician or your third party provider to install the kit. An A/C crimper with 8RB die (purple) such as the Mastercool brand or Altec part number 990451832 will be required to complete this installation.
  - d. Do not complete the Inspection Sheet at the end of this notice. Completion of the notice will be documented after the vehicle is repaired.
  - e. Install the kit upon receipt.

| Inspection Results Table |                                                                           |                                                                                               |                                                                                                                           |
|--------------------------|---------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|
| Step                     | Inspection                                                                | Result                                                                                        | Action Required                                                                                                           |
| 5a:                      | Does the hose connect to a straight crimp fitting or a tee crimp fitting? | <input type="checkbox"/> Straight Crimp Fitting<br><input type="checkbox"/> Tee Crimp Fitting | If Straight Crimp Fitting is checked, repair is required.                                                                 |
| 5b:                      | Does the hose wrap around the air intake?                                 | <input type="checkbox"/> Yes<br><input type="checkbox"/> No                                   | If No is checked, repair is required.                                                                                     |
| 5c:                      | Does the hose connect to a 45° crimp fitting?                             | <input type="checkbox"/> Yes<br><input type="checkbox"/> No                                   | If No is checked, repair is required.                                                                                     |
| 5d:                      | Does the 45° crimp fitting connect to a T-valve fitting?                  | <input type="checkbox"/> Yes<br><input type="checkbox"/> No                                   | If No is checked, repair is required.                                                                                     |
| 5e:                      | Does the T-valve fitting connect to a straight fitting?                   | <input type="checkbox"/> Yes<br><input type="checkbox"/> No                                   | If No is checked, repair is required.                                                                                     |
| 5f:                      | Is there at least 3” of space between each inspected crimped fitting?     | <input type="checkbox"/> Yes<br><input type="checkbox"/> No                                   | If No is checked, and there is 1 or more fitting with less than 3” of space between the next fitting, repair is required. |

| <b>JEMS AC Repair Kit (Pressure Sensors in the Midline) 992022713</b> |                   |
|-----------------------------------------------------------------------|-------------------|
| <b>Serial Number</b>                                                  | <b>VIN</b>        |
| 0923GK1274                                                            | 1FVHCYFE8RHUX9038 |
| 0923GK1264                                                            | 1FVHCYFEXRHUX9039 |
| 1223GZ0585                                                            | 3ALHCYFE4RDVG2838 |
| 1123GK1302                                                            | 1FVHCYFE9RHUX9033 |
| 0923GK1279                                                            | 1FVHCYFE7RHUX9032 |
| 0923GK1265                                                            | 1FVHCYFE2RHUX9035 |
| 1223GK1317                                                            | 1FVHCYFE0RHUX9034 |
| 0124GK1326                                                            | 1FVHCYFE6RHUX9037 |
| 1223GK1319                                                            | 1FVHCYFE4RHUX9036 |
| 0124GZ0591                                                            | 3ALHCYFE0RDVG2836 |
| 0324FH15399                                                           | 1FVDCYFE5SHVL4193 |
| 0524FH15694                                                           | 1FVDCYFE7SHVL4194 |
| 0624FH15741                                                           | 1FVDCYFE0SHVL4196 |
| 0324FH15398                                                           | 1FVDCYFE9SHVL4195 |
| 0524FH15693                                                           | 1FVDCYFE4SHVL4198 |
| 0624FH15740                                                           | 1FVDCYFE6SHVL4199 |
| 0624FH15787                                                           | 1FVDCYFE2SHVL4197 |
| 1024GZ0667                                                            | 1FVHCYFE3SHVM5095 |
| 1124GZ0678                                                            | 1FVHCYFE6SHVX6180 |
| 1124GZ0688                                                            | 1FVHCYFE5SHVY1290 |
| 0125GZ0692                                                            | 1FVHCYFE9SHVY1289 |
| 1124GZ0689                                                            | 1FVHCYFE5SHVY1287 |
| 0125GZ0694                                                            | 1FVHCYFE4SHWA2237 |
| 0125GZ0701                                                            | 1FVHCYFE6SHWA2238 |
| 0125GZ0691                                                            | 1FVHCYFE7SHVY1288 |
| 0125GZ0702                                                            | 1FVHCYFE8SHWA2239 |
| 0125GZ0705                                                            | 1FVHCYFE2SHWA2236 |
| 0425FH17699                                                           | 1FVDCYFE2SHVZ4965 |
| 0525FH17787                                                           | 1FVDCYFE0SHVZ4964 |

| <b>JEMS AC Repair Kit (Pressure Sensors at the Endline) 992022741</b> |                    |
|-----------------------------------------------------------------------|--------------------|
| <b>Serial Number</b>                                                  | <b>VIN</b>         |
| 0124FH15096                                                           | 1FVACXFE3RHHVH9460 |
| 0224FH15177                                                           | 1FVACXFE5RHHVH9458 |
| 0224FH15241                                                           | 1FVACXFE7RHHVH9459 |
| 0224FH15178                                                           | 1FVACXFE1RHHVH9456 |
| 0224FH15242                                                           | 1FVACXFE3RHHVH9457 |
| 0224FH15243                                                           | 1FVACXFE7RHHVH9462 |
| 0224FH15176                                                           | 1FVACXFE0RHHVH9464 |
| 0624FH15699                                                           | 1FVACXFE9RHHVH9463 |

# INSPECTION SHEET

Complete this form and submit it to Altec to document a completed inspection that results in no repair or a repair that did not require a parts kit to complete.

Choose one of these options for submission.

- Scan the Product Safety QR code and complete the form.
- Complete, scan, and email this page to [product.safety@altec.com](mailto:product.safety@altec.com)
- Online through the customer portal – Altec Connect\*

\*If the customer or the customer's warranty provider performs the repair, submit a warranty claim through Altec Connect to be reimbursed for the cost of the parts and/or labor.



Product Safety



Altec Connect

| Model | Altec Unit Serial Number | Date Inspected |
|-------|--------------------------|----------------|
|       |                          |                |
|       |                          |                |
|       |                          |                |
|       |                          |                |
|       |                          |                |
|       |                          |                |
|       |                          |                |
|       |                          |                |

Company Name \_\_\_\_\_ Phone \_\_\_\_\_

Service Company Name \_\_\_\_\_ Phone \_\_\_\_\_

Company Contact \_\_\_\_\_

Company Mailing Address \_\_\_\_\_

City \_\_\_\_\_ State/Province \_\_\_\_\_

ZIP/Mailing Code \_\_\_\_\_ Country \_\_\_\_\_

Signature \_\_\_\_\_

Submission of this form does not order parts or schedule service from Altec.

Contact Altec for more information or to schedule the work to be done by Altec.

Make copies of this form for additional units if needed.