



IMPORTANT SAFETY RECALL

This notice applies to your vehicle. Refer to the provided 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 received notification from an Original Equipment Manufacturer (OEM) that a condition exists relating to motor vehicle safety, compliance, or emissions in a vehicle you possess that is equipped with Altec 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.

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, 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-3351-A

Particulate Matter Sensor Installation Recall (Ford Emissions Recall 25E09 — Customer Satisfaction Program 25N14)

Units Affected: Certain Ford vehicles, during initial vehicle production, did not have a Particulate Matter (PM) sensor installed due to a component supply shortage. 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.

Ford Motor Company has decided a defect related to engine emissions exists in your vehicle with the VIN shown in the attached list.

Refer to the included communication from Ford Motor Company for more information.

Customer Action: Follow the guidance in the included communication from Ford Motor Company.

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: August 14, 2026



Ford Motor Company
Customer Service Division
PO Box 1904
Dearborn, Michigan 48121

June 2026

Emissions Recall 25E09 and Customer Satisfaction Program 25N14

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

Ford Motor Company values you as a customer and is committed to vehicle quality and preserving the environment. Therefore, we are voluntarily recalling your vehicle, with the VIN shown above. Your vehicle may be releasing air pollutants that exceed applicable emissions standards.

Why are you receiving this notice?

According to Ford Motor Company records, the remedy software for Emissions Recall 22E02 was not installed correctly during a prior dealership visit, and the underlying condition being addressed in Emissions Recall 22E02 still exists.

What is the issue?

During initial vehicle production, the Particulate Matter sensor (PM) was not installed on your vehicle due to a component supply shortage. Additionally, the Nitrogen Oxides (NOx) sensor preheat is not functional in the powertrain calibration. Under certain conditions, this can lead to thermal shock and sudden failure of the NOx sensor.

What is the effect?

If you do not have the PM sensor installed, the vehicle's Onboard Diagnostics (OBD) system will not be able to detect or alert you of certain performance faults in the Diesel Particulate Filter (DPF). A NOx sensor failure will result in the illumination of the Malfunction Indicator Light (MIL) and potentially higher tailpipe emissions.

What will Ford and your dealer do?

Parts and software are available to repair your vehicle. Ford Motor Company has authorized your dealer to install the PM sensor and reprogram the powertrain control module (PCM) with a calibration update free of charge (parts and labor). The new calibration also includes a software update that improves the accuracy and durability of the OBD system and its components (including the NOx sensor), to ensure certain monitors run when they should, as required by regulation. Finally, the update also enables the NOx sensor to preheat.

You are eligible for this free service even if you previously used non-Ford parts to service your vehicle or had your vehicle serviced at a non-Ford dealer.

If you do not have this service performed:

- Your vehicle may not pass emission or smog tests that may be required in your area.
- Your State Department of Motor Vehicles may not renew your vehicle registration.

Note: The California Air Resources Board requires that we notify you that your vehicle "cannot be operated in the State of California if the owner fails to get the recall once available".

**What will Ford and your dealer do?
(continued)**

After your vehicle's PCM has been reprogrammed under Emissions Recall 25E09, it may take several driving trips before the diagnostic system will alert you if there is a fault in the DPF. Please see the "Readiness for Inspection and Maintenance (I/M) Testing" section in your Owner's Manual for details on the required driving cycles for the diagnostic system to complete its checks. If your vehicle later displays the Malfunction Indicator Lamp (MIL) in the dashboard panel, and your dealer determines that there is a failed DPF that sets diagnostic trouble code (DTC) P2002, then **under Customer Satisfaction Program 25N14, Ford Motor Company is offering a one-time replacement of the DPF (if needed)**, beginning on the date Emissions Recall 25E09 was completed and ending twelve months after Emissions Recall 25E09 was completed or December 31, 2029 whichever occurs first.

How long will it take?

The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. Additional time may be required to allow the engine to cool before performing this repair.

What should you do?

Please call your dealer without delay to request a service appointment for Emissions Recall 25E09. Provide the dealer with the VIN, which is printed near your name at the beginning of this letter.

Ford has not issued instructions to stop driving your vehicle under this emissions recall.

If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.

Ford Motor Company wants you to have this recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our Ford App. The app can be downloaded through the App Store or Google Play.

Pickup and Delivery

Complimentary vehicle Pickup & Delivery service may also be available upon request through participating dealers. Your dealer will pick up your vehicle and return it with the repair completed.

What happens if you do not have this service performed?

It is possible that:

- Your vehicle may not pass emissions or smog tests that may be required in your area.
- Your State Department of Motor Vehicles may not renew your vehicle registration.
- Your emissions warranty may be reduced.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

If you have questions or concerns, please contact our **Ford Recall Assistance Center (RAC) at 1-866-436-7332** and one of our representatives will be happy to assist you. The RAC is open on weekdays from 8:30 AM – 7:00 PM (Eastern Time). TTY/TDD users, please contact the RAC at the number listed using the Telecommunication Relay Service by dialing 711.

If you wish to contact us through the internet, our address is ford.com/support.

**California and
Massachusetts
Registration
Requirements**

The State of California and the Commonwealth of Massachusetts require the completion of emissions recall repairs before vehicle registration renewal. If your vehicle is registered in California or Massachusetts, it is subject to these requirements.

When your dealer completes this emissions recall repair, you will receive a Vehicle Emissions Recall Proof of Correction certificate. **Please make sure that you receive a certificate from your dealer and that you have it with you when you renew your vehicle registration.**

It is also important for you to know that the certificate should be returned to the Department of Motor Vehicles (DMV) only if it is requested by the DMV. Otherwise, this certificate is to be held by you for your records.

To ensure your full protection under emissions warranty provisions, and to avoid any inconvenience when renewing your registration, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could be determined as a lack of proper maintenance of your vehicle.

Thank you for your attention to this important matter.

Customer Service Division

What if you no longer own this vehicle?



If you have sold this vehicle, please visit LincolnVSN.com or scan the QR code and enter the requested information in the associated website.

Alternatively, you may complete and detach the Vehicle Sale Notification form on the reverse side and mail it in the enclosed prepaid envelope.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

VEHICLE SALE NOTIFICATION FOR <Program Number>

If you no longer own this vehicle and do not know the current owner, no further action is required.

☐ I no longer own this vehicle. Vehicle has been sold/transferred to:

Name

Address Number

Street

City

State

Zip

12345678901234567
TEST OWNER NAME
12345 TEST STREET
TEST CITY, XX 12345



Ford Motor Company
División de Servicio al Cliente
PO Box 1904
Dearborn, Michigan 48121

Junio 2026

Campaña de emisiones 25E09 y Programa de satisfacción del cliente 25N14

Sr. Juan Pérez
Calle Principal 123
Ciudad, EE. UU. 12345

Número de identificación del vehículo (VIN): 12345678901234567

Ford Motor Company lo valora como cliente y está comprometida con la calidad del vehículo y con la preservación del medioambiente. Por esta razón, estamos realizando voluntariamente una campaña para su vehículo, con el VIN que aparece más arriba. Es posible que su vehículo esté liberando contaminantes que exceden las normas de emisiones vigentes.

**¿Por qué usted
recibe este aviso?**

Según los registros de Ford Motor Company, el software correctivo para la Campaña de emisiones 22E02 no se instaló correctamente durante una visita anterior al concesionario y el problema subyacente que se aborda en la Campaña de emisiones 22E02 todavía existe.

**¿Cuál es el
problema?**

Durante la producción inicial del vehículo, el sensor de partículas (PM) no se instaló en su vehículo debido a una escasez de suministro de componentes. Adicionalmente, el precalentamiento del sensor de óxidos de nitrógeno (NOx) no está funcionando en la calibración del tren motriz. En determinadas condiciones, esto podría generar un choque térmico y una falla repentina del sensor NOx.

¿Cuál es el efecto?

Si no tiene el sensor de PM instalado, el sistema de diagnóstico a bordo (OBD) del vehículo no podrá detectar ni alertar de determinados fallos de funcionamiento del Filtro de partículas Diesel (DPF). Una falla en el sensor de NOx hará que se encienda la luz indicadora de mal funcionamiento (MIL) y, posiblemente, generará emisiones mayores en el tubo de escape.

**¿Qué medidas
adoptarán Ford y su
concesionario?**

Las piezas y el software para reparar su vehículo ya se encuentran disponibles. Ford Motor Company ha autorizado a su concesionario a instalar el sensor de PM y a reprogramar el módulo de control del tren motriz (PCM) con una actualización de la calibración, sin costo alguno (piezas y mano de obra). La nueva calibración incluye también una actualización de software que mejora la precisión y la durabilidad del sistema OBD y sus componentes (incluido el sensor de NOx), a fin de asegurar que determinados monitoreos se ejecuten en el momento correcto, según lo exige la normativa. Por último, la actualización también hace posible el precalentamiento del sensor NOx.

Usted sí puede recibir este servicio gratuito incluso si anteriormente usó piezas que no son Ford para realizar el servicio en su vehículo o si recibió servicio en un concesionario que no era Ford.

Si no ha realizado este servicio:

- Es probable que su vehículo no pase las pruebas de emisiones o de humos requeridas en su región.
- Es posible que el Departamento Estatal de Vehículos Motorizados no renueve el registro de su vehículo.

Nota: La Junta de Recursos del Aire de California exige que le notifiquemos que su vehículo "no puede ser operado en el Estado de California si el propietario no aprovecha la campaña una vez disponible".

¿Qué medidas adoptarán Ford y su concesionario? (continuación)

Una vez reprogramado el PCM de su vehículo, conforme a la Campaña de emisiones 25E09, podría tardar varios recorridos de conducción antes de que el sistema de diagnóstico le alerte de una falla en el DPF. Consulte la sección "Listo para las pruebas de inspección y mantenimiento (I/M)" en el Manual del propietario para obtener detalles sobre los ciclos de conducción requeridos para que el sistema de diagnóstico realice sus comprobaciones. Si su vehículo muestra posteriormente la luz indicadora de mal funcionamiento (MIL) en el panel del tablero y su concesionario determina que hay un DPF defectuoso que establece el código de diagnóstico de falla (DTC) P2002, entonces, **bajo el Programa de satisfacción del cliente 25N14, Ford Motor Company ofrece un reemplazo por única vez del DPF (si es necesario)**, que comienza en la fecha en que se llevó a cabo la Campaña de emisiones 25E09 y finaliza doce meses después de haber realizado la Campaña de emisiones 25E09, o el 31 de diciembre de 2029, lo que ocurra primero.

¿Cuánto tiempo tomará?

El tiempo necesario para esta reparación será de menos de medio día. Sin embargo, debido a los requisitos de planificación de servicio, es posible que su distribuidor tarde un poco más. Es posible que se requiera más tiempo para permitir que el motor se enfríe antes de realizar esta reparación.

¿Qué debe hacer?

Llame a su concesionario lo antes posible para solicitar una cita de servicio con el fin de realizar la Campaña de emisiones 25E09. Proporcione el VIN a su concesionario, el cual está impreso junto a su nombre, al comienzo de esta carta.

Ford no ha emitido instrucciones de dejar de conducir su vehículo en esta campaña de emisiones.

Si aún no tiene un concesionario para realizar el servicio, puede acceder a ford.com/support para conocer las direcciones de los concesionarios, ver mapas y obtener las instrucciones para llegar.

Ford Motor Company le recomienda realizar esta campaña en su vehículo. El propietario del vehículo es responsable de efectuar los arreglos necesarios para llevar a cabo el trabajo. Ford Motor Company puede negar la cobertura en caso de que el vehículo hubiese sufrido daños por no haber realizado la campaña de manera oportuna. Por lo tanto, le solicitamos que realice esta campaña lo antes posible.

NOTA: Puede recibir información sobre las campañas y los programas de satisfacción del cliente a través de la aplicación Ford. La aplicación se puede descargar a través de App Store o Google Play.

Servicio de retiro y entrega

El servicio complementario de retiro y entrega de vehículos también podría estar disponible previa solicitud a través de los concesionarios que participan. Su concesionario retirará el vehículo y lo regresará con la reparación realizada.

¿Qué sucede si no realiza este servicio?

Es posible que suceda lo siguiente:

- Es posible que su vehículo no pase las pruebas de emisiones o de humos que se exigen en su región.
- Es posible que el Departamento estatal de vehículos motorizados no renueve el registro de su vehículo.
- La garantía de emisiones podría disminuir.

¿Podemos hacer algo más por usted?

Si tiene problemas para reparar su vehículo de inmediato y sin costo alguno, comuníquese con el Gerente de Servicio de su concesionario para solicitar ayuda.

Si tiene dudas o preguntas, comuníquese con nuestro **Centro de Asistencia de Campañas Ford (RAC) al 1-866-436-7332** y uno de nuestros representantes con gusto lo atenderá. El RAC está abierto de lunes a viernes de 8:30 a. m. a 7:00 p. m. (hora del este). Si es usuario de TTY/TDD, comuníquese con el RAC al número que se menciona, mediante el servicio de retransmisión de telecomunicaciones, para esto, marque el 711.

Si desea comunicarse con nosotros a través de Internet, nuestra dirección es ford.com/support.

**Requisitos para el
registro en California
y Massachusetts**

El estado de California y la mancomunidad de Massachusetts exigen llevar a cabo las reparaciones de las campañas de emisiones antes de renovar el registro del vehículo. Si su vehículo está registrado en California o en Massachusetts, está sujeto a estos requerimientos.

Cuando su concesionario finalice esta reparación de la campaña de emisiones, recibirá un certificado de prueba de corrección de la campaña de emisiones en el vehículo. **Asegúrese de que el concesionario le entregue un certificado y consérvelo para presentarlo al momento de renovar el registro del vehículo.**

También es importante que sepa que el certificado se debe devolver al Departamento de Vehículos Motorizados (DMV) solo si el DMV lo solicita. De lo contrario, este certificado debe quedar con usted, para sus registros.

A fin de asegurar protección total conforme a lo estipulado en la garantía de emisiones y para evitar cualquier inconveniente al renovar su registro, se recomienda que lleve el vehículo a servicio tan pronto sea posible. Si no lo hace, podría considerarse como una falta de mantenimiento adecuado del vehículo.

Gracias por su atención en este asunto sumamente importante.

División de Servicio al Cliente

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TEST OWNER NAME

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TEST CITY, XX 12345