



210 Inverness Center Parkway
Birmingham, AL 35242

Telephone: 205-991-7733
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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 (NHTSA) 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 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 517

Component/Supplier Recall

June 11, 2021

Units Affected: Certain 2018 through 2020 model year Ford Explorer, F-150, Super Duty, Expedition, and Aviator vehicles equipped with manual reclining seats. (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)

Ford 19C07 — Manual Reclining Seats (NHTSA Recall 19V-633)

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

Ford Motor Company has determined the attached list of vehicles fails to conform to Federal Motor Vehicle Safety Standard (FMVSS) 202a for head restraints and FMVSS 207 for seating systems.

Contact your local Ford dealer to schedule a service date to perform the recall. Refer to the included communication from Ford for additional information.

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



Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121

October 2019

*** * * IMPORTANT SAFETY RECALL * * ***

Compliance Recall Notice 19C07 / NHTSA Recall 19V-633

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

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

Ford Motor Company has decided that your vehicle, with the VIN shown above, fails to conform to Federal Motor Vehicle Safety Standard (FMVSS) 202a for Head Restraints and FMVSS 207 for Seating Systems.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

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|---|---|
| What is the issue? | On your vehicle, one or more of the seatbacks may have an improperly assembled recliner mechanism. |
| What is the risk? | A seatback with an improperly assembled recliner mechanism may have reduced strength and may not adequately restrain an occupant in the event of a crash, increasing the risk of injury. |
| What will Ford and your dealer do? | Ford Motor Company has authorized your dealer to inspect the seat backs and replace it if necessary free of charge (parts and labor). |
| 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. |
| What should you do? | <p>Please call your dealer without delay and request a service date for Recall 19C07. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.</p> <p>Ford <u>has not</u> issued instructions to stop driving your vehicle under this compliance recall. You should contact your dealer for an appointment to have your vehicle remedied as soon as practicable. You can continue to safely drive your vehicle.</p> |

**What should you do?
(continued)**

If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions. Ford Motor Company wants you to have this compliance recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition there are other features such as reserving and paying for parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

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.

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.

RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.Fordowner.com.

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

FLEET OWNERS: If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.fleet.ford.com.

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to www.safercar.gov. Reference NHTSA Safety Recall 19V-633.

Thank you for your attention to this important matter.

Ford Customer Service Division



Ford Motor Company
Ford, División de Servicio al Cliente
P. O. Box 1904
Dearborn, Michigan 48121

Octubre 2019

*** * * CAMPAÑA DE SEGURIDAD IMPORTANTE * * ***

Aviso de campaña de cumplimiento 19C07/Campaña 19V-633 de la NHTSA

Sr. Juan Pérez
Calle Principal 123
Ciudad, País 12345

Número de identificación del vehículo (VIN): 12345678901234567

Este aviso se le envía de acuerdo con la Ley Nacional de Seguridad y Tránsito de Vehículos de los EE. UU.

Ford Motor Company ha determinado que es posible que su vehículo, con el VIN que aparece más arriba, no cumpla con las Normas federales de seguridad para vehículos de motor (FMVSS) 202a para cabeceras y FMVSS 207 para sistemas del asiento.

Lamentamos esta situación y deseamos asegurarle que, con su ayuda, corregiremos el problema. Nuestro compromiso, junto con el de su distribuidor, es ofrecerle servicio y apoyo de alto nivel.

- | | |
|---|--|
| ¿Cuál es el problema? | Es posible que el mecanismo de reclinación de uno o más de los respaldos de su vehículo se haya ensamblado incorrectamente. |
| ¿Qué riesgo existe? | Un respaldo con un mecanismo de reclinación ensamblado incorrectamente podría no ser lo suficientemente robusto y no sostener adecuadamente al ocupante en caso de choque, lo cual aumenta el riesgo de sufrir lesiones. |
| ¿Qué medidas adoptarán Ford y su distribuidor? | Ford Motor Company ha autorizado a su distribuidor a inspeccionar el respaldos del asiento y, si fuera necesario, a reemplazarlo sin costo alguno (piezas y mano de obra). |
| ¿Cuánto tiempo tomará? | El tiempo necesario para reparar será menos de medio día. Sin embargo, debido a los requisitos de planificación de servicio, es posible que su distribuidor tarde un poco más. |
| ¿Qué debe hacer? | Llame de inmediato al distribuidor y solicite una cita de servicio para realizar la campaña 19C07. Proporcione el VIN a su distribuidor, el cual está impreso debajo de sus datos al comienzo de esta carta.
Para esta campaña de conformidad, Ford <u>no ha</u> emitido instrucciones de dejar de manejar el vehículo. Deberá ponerse en contacto con su |

**¿Qué debe hacer?
(continuación)**

distribuidor a fin de programar una cita para solucionar este problema lo más pronto posible. Puede continuar manejando su vehículo con seguridad. Si aún no tiene un distribuidor para realizar el servicio, puede acceder a www.Fordowner.com para conocer las direcciones de los distribuidores, ver mapas y obtener las instrucciones para llegar.

Ford Motor Company le recomienda realizar esta campaña de cumplimiento en su vehículo. El propietario del vehículo es responsable de realizar los arreglos para llevar a cabo el trabajo.

Tenga presente que: la ley federal exige que los arrendadores de vehículos que reciban este aviso de campaña envíen una copia del mismo al arrendatario en un plazo de diez días.

NOTA: puede recibir información sobre las campañas y los programas de satisfacción del cliente a través de la aplicación FordPass. La aplicación se puede descargar a través de App Store o Google Play. Adicionalmente, existen otras funciones, como reserva y pago de estacionamientos en ciertos lugares, además de control de ciertas funciones en el vehículo (bloqueo y desbloqueo de puertas, arranque remoto) si así está equipado para permitir el control.

¿Qué pasa si usted ya no es el propietario del vehículo?

Si usted ya no es el propietario del vehículo y tiene la dirección del propietario actual, le solicitamos que le reenvíe esta carta.

Usted recibió este aviso porque las regulaciones del gobierno exigen el envío de notificaciones al propietario conocido más reciente del registro. Nuestros registros se basan principalmente en datos estatales y de propiedad, que indican que usted es el propietario actual del vehículo.

¿Podemos hacer algo más por usted?

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

PROPIETARIOS MINORISTAS: si tiene dudas o preguntas, comuníquese con nuestro **Centro de Relación con Clientes Ford al 1-866-436-7332** y uno de nuestros representantes con gusto lo atenderá. Si desea comunicarse con nosotros a través de Internet, nuestra dirección es www.Fordowner.com.

Las personas con problemas de audición pueden llamar al 1-800-232-5952 (TDD). Los representantes atienden de lunes a viernes, 8:00 am a 8:00 pm (hora local).

PROPIETARIOS DE FLOTAS: si tiene dudas o preguntas, comuníquese con nuestro **Centro de Información a Clientes de flotas al 1-800-34-FLEET**, elija la opción n.º 3 y uno de nuestros representantes con gusto lo atenderá. Si desea comunicarse con nosotros a través de Internet, nuestra dirección es www.fleet.ford.com.

Los representantes atienden de lunes a viernes, 8:00 am a 8:00 pm (hora local).

Si continúa con dificultades para reparar su vehículo en un tiempo razonable o sin cargo, le sugerimos que escriba al Administrador, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 o bien que llame sin cargo a la línea directa de

seguridad vehicular al 1-888-327-4236 (TTY: 1-800-424-9153) o visite www.safercar.gov. Mencione la Campaña de seguridad 19V-633 de la NHTSA.

Gracias por su atención en este asunto sumamente importante.

Ford, División de Servicio al Cliente