



Customer Outreach
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Saint Joseph, MO 64508

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connect.altec.com/login

Phone 1-877-GO ALTEC
Facsimile 1-877-659-9929

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 safety and continued satisfaction with Altec products.

Thank you for your immediate attention on this important matter.



Fuel Rail Assembly (Cummins C2423 — NHTSA 21E-032)

Units Affected: Certain Cummins L9 and ISX12 engines manufactured between January 2, 2017 and October 16, 2020 and for the installation in buses, school buses, emergency vehicles, recreational vehicles, and certain trailer-mounted generator sets. 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.

Cummins Inc. has decided that a defect which relates to motor vehicle safety exists in certain Cummins L9 and ISX12 engines manufactured between January 2, 2017 and October 16, 2020 and for the installation in buses, school buses, emergency vehicles, recreational vehicles, and certain trailer-mounted generator sets.

Refer to the included communication from Cummins Inc. for additional information.

Customer Action: Schedule repair with your nearest Cummins Distributor or authorized warranty dealer.

Requirements: Altec is not able to perform this repair. The work must be completed by your Cummins Distributor or authorized warranty dealer.

Completion and Warranty: This repair is not covered under the Altec Warranty Policy.

Altec Contact Info:



Altec Connect: connect.altec.com/login

Phone: 1-877-GO ALTEC (1-877-462-5832) | Options: 1 - Parts; 2 - Shop Service; 3 - Mobile Service; 4 - Technical Support; 5 - Global Rental Service Request; 6 - Chassis Repair

Table with 2 columns: Description, Value. Rows include Inspection labor (0 hr), Repair labor (0 hr), Account # (NA), Travel (Not included), NHTSA code (NA), Prime fail P/N (NA), Doc ref (NA).

Table with 4 columns: Description, Part No., Qty, Warranty. Row includes NA, NA, NA, NA.



***** IMPORTANT SAFETY RECALL *****
NHTSA Recall No. 21E032
Cummins Campaign #C2423
Second Notice

February 2, 2022

Dear Cummins Customer:

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

Cummins Inc. has decided that a defect which relates to motor vehicle safety exists in certain Cummins L9 and ISX12 engines manufactured between January 2, 2017 and October 16, 2020 and installed in buses, school buses, emergency vehicles, recreational vehicles and certain trailer-mounted generator sets.

This notice applies to your engines/vehicles listed on the enclosed table.

WHAT IS THE PROBLEM?

The fuel rail assembly may develop leaks, which may result in an undetected prolonged diesel fuel spray. A leak involving spraying/misting fuel in the presence of an ignition source may increase the risk of fire.

WHAT ARE WE DOING ABOUT THE PROBLEM?

Cummins has released field Safety Campaign #C2423 "L9/ISX12 Fuel Rail Safety Campaign for Selective North America On-Highway Applications" to correct this condition by inspecting the rail threads for damage and, if damage is found, replacing the rail and fuel lines. If no damage is found, new crush washers will be installed in the rail assembly using a special tool. This campaign is currently available at Cummins Distributors and authorized Warranty Dealers. The repair will be completed free of charge and most applications will require approximately 2.5 hours to complete.

WHAT SHOULD YOU DO?

Contact the nearest Cummins Distributor or authorized Warranty Dealer to arrange to have this campaign performed on your engine. The distributor or dealer will work with you to schedule the best date to complete this repair.



In the meantime, Cummins advises you to periodically check the fuel rails for signs of leaking and seek repairs if leaks are identified. If a leak occurs, the operator may see or smell diesel fuel and, in some cases, the check engine lamp may illuminate.

Federal law requires vehicle lessors receiving this recall notice to forward a copy of this notice to the lessee within ten (10) days. Also, it is a violation of Federal law for a dealer to deliver a new vehicle or equipment covered by this recall notice under a sale or lease until the defect has been remedied.

If you previously paid to have this recall performed on your vehicle, you may be eligible for reimbursement. Please contact Cummins Care at the number below for more information.

WHO SHOULD YOU CONTACT IF YOU HAVE FURTHER QUESTIONS OR CONCERNS?

If you have questions or concerns about this recall, please contact your local Cummins Distributor or authorized warranty dealer. You may also contact Cummins Care at 1-800-CUMMINS (1-800-286-6467), or visit our website at care.cummins.com.

If you have a complaint relative to this recall, you may report it to the following:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

You may also call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

If you have not registered your Cummins product, please complete the enclosed registration card or register your product at <https://prodreg.cummins.com/prodreg#/webform/contactInfo>.

If you are no longer the owner of the engine or vehicle listed in the table below, please forward this notice to the new owner or provide the new owner's contact information to Cummins so that we can notify them of this recall.

Cummins is taking this action in the interest of safety and satisfaction with our products. We apologize for any inconvenience and thank you for your attention to this matter.

Sincerely,

Campaign Administrator
Cummins Inc.