



Customer Outreach  
PO Box 8338  
Saint Joseph, MO 64508

[product.safety@altec.com](mailto:product.safety@altec.com)  
[connect.altec.com/login](https://connect.altec.com/login)

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

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

Dear Altec Owner,

Altec Industries, Inc. has developed a product improvement 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 safety and continued satisfaction with Altec products.

Thank you for your immediate attention on this important matter.

**Ford F-550 Frame Rail Inspection and Frame Rail Support Bracket**

**Units Affected:** Certain 2020 through 2021 model year F-550 vehicles equipped with a Payload Plus Upgrade Package and a 19,500 lbs. GVWR. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

**Background:** The affected vehicles were ordered from Ford with a frame rail specification that does not meet the original equipment manufacturer (OEM) specification for aerial device installation. Ford has required that vehicles not meeting this specification have support brackets installed. Failure to install the support brackets can lead to damage to the unit.

**Customer Action:** The unit must be taken to a Ford dealership to inspect the frame rails (refer to Ford Customer Satisfaction Program 21B04). The frame rail support bracket kit, part number 991504848, can be installed by Ford, Altec, the customer, or the customer's warranty provider. Every unit requires the installation of the bracket kit for completion. Brackets must be installed no later than one year from the date of this notice.

**Requirements:** Every unit requires the installation of the bracket kit for completion. The inspection performed by Ford is estimated to take 0.2 hours to complete. The frame rail support bracket installation is estimated to take 2.3 hours and one person to complete. Bracket installation does not require the aerial device to be dismantled.

**Completion and Warranty:** The inspection and repair are covered under the Altec Warranty Policy. The inspection must be completed by an authorized Ford dealership according to Ford 21B04. The installation of the bracket kit can be completed by Ford, Altec, the customer, or the customer's warranty provider only after the inspection is completed at an authorized Ford dealership. A copy of the Ford dealership inspection invoice and the campaign completion card must be submitted to Altec. Altec will perform the repair for free at an Altec facility. If the customer or the customer's warranty provider performs the repair, a warranty claim must be submitted to be reimbursed for the cost of the parts and/or labor. Altec will allow up to \$207 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 repair at the owner's location.

**Altec Contact Info:**

Altec Connect: [connect.altec.com/login](https://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

Altec Use Only	
Inspection labor	0.2 hr (Ford Only)
Repair labor	2.3 hr
Account #	010.0070.43151.000.9246.000
Travel	No
NHTSA code	N/A
Prime fail P/N	N/A
Doc ref	N/A

Altec Use Only			
Description	Part No.	Qty	Warranty
Ford-Campaign Kit	991528862	1	Yes