



April 22, 2025

To: CNH Industrial Dealers  
Attn: Parts Managers  
No.: Dealer Quality Alert – QM000000064092  
Subject: Dealer Quality Alert Notice – 47389932R Reman Alternator

**Criteria for Alert:** 47389932R Reman Alternators should have a serial number starting with 24xxxxxxx or 25xxxxxxx. Incorrect Reman alternators had a serial number starting before 24xxxxxxx (example 23xxxxxxx, 22xxxxxxx). Specific date codes of affected parts were not provided. Inspect based on serial number.

File a claim for all 47389932R Reman Alternators that have serial numbers before 24xxxxxxx by May 22, 2025.

Please submit a service parts claim for the non-conforming parts found during your inspection. The following process must be followed when submitting the service parts claim:

- 1) Only parts that have **not been installed** are to be returned or scrapped. Dealers are NOT to remove parts from equipment and return or scrap them on this alert.
- 2) Submit all claims in CSPA.
- 3) Use the following claim submission message:
  - a) **Dealer Alert (QM000000064092 - 47389932R Reman Alternators)**
- 4) Use Reason Code R for claim submission.
- 5) Ship parts to be returned per instruction provided on the Return Authorization Notice (RAN) when it is received.
- 6) Returned parts are to be **packaged separately**. Do not pack with any other returns.
- 7) **Returns must be shipped by the date indicated on the RAN. Parts received at the facing depot outside of the allowable return date window MAY BE rejected.**

A handwritten signature in black ink, appearing to read 'Ed Bobski'.

Edward Bobski – Supplier Quality Manager, CNH Reman, Springfield, Mo.

