



December 29, 2020

'owner'

'address1'

'city', 'state' 'zip'

## **IMPORTANT SAFETY RECALL 20V-103**

### **This notice applies to your vehicle**

Dear Terex Equipment Owner,

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

### **REASON FOR NOTICE**

SN681A is for the platform leveling system on Terex TM aerial devices. The basket level limit sensors at the boom tip may have been assembled in the incorrect orientation. The limit sensors prevent the platform from going more than 15 degrees from level if the electrical system malfunctions or there is damage to components. The incorrect mounting of the level sensors may cause an out of level basket to continue moving more than 15 degrees out of level. If the leveling system malfunctions it may cause the occupants to fall from the platform.

### **WHAT TEREX WILL DO**

Terex will provide a Field Service Kit, Z1562, to the nearest Terex Utilities dealer or Field Service Technician for installation on your unit at no cost to the owner, it will take 1 hour to complete.

Contact Terex Utilities; through your nearest TEREX Utilities dealer as shown on the web site, [terexutilities.com](http://terexutilities.com), call Terex Utilities Warranty Department at 1-844-837-3948 or by email at [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com) to arrange for repair within 10 days of receiving this bulletin. If you have sold the unit involved in this bulletin forward this bulletin to the new owner within 10 days and notify Terex of the serial number and contact information for the new owner.

### **WHAT THE OWNER MUST DO**

The owner must inspect their equipment and correct if required within 10 days of receiving this bulletin.

1. Inform all users, operators, and supervisors that the basket level sensors must be inspected within 10 days on TM aerial devices and follow the continued use section of this bulletin until the unit is corrected. This bulletin applies to TM Aerial devices with the hydraulic generator at the boom tip and applies to machines with an end mount platform or dual side mount platforms.
2. Inspect the unit to determine if your unit has the incorrectly installed level sensors.
3. If your unit has the light colored potting visible on the top sensor, or the sensor labeled A on the bottom; this bulletin applies. Correct following the instructions in Field Service Kit Z1562. Take a picture before correcting the issue and another picture after correcting the issue. Send both pictures with the completion form including the serial number and date of correction to [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com).
4. If your unit has the light colored potting visible only on the bottom sensor with the wires coming out of the sensors above the mounting screw and with sensor labeled A on top this bulletin does not apply and use can continue without restriction.

**CONTINUED USE**

1. Inform the users of the content of this bulletin and remind them of the daily pre-shift inspection requirements.
2. If the leveling system malfunctions and the platform gets more than 15 degrees out of level utilize one of the following procedures to stop the leveling system:
  - a. Release the enable lever and use the manual level adjustment control to correct the level of the platform.
  - b. From the lower controls shut off the upper controls and use the lower controls to level platform and lower boom.
  - c. Repair issue that caused the malfunction and correct leveling sensor per the Field Service Kit Z1562 instructions.
3. Always follow inspection and maintenance requirements as specified in the manuals.

If you have any questions you can find your nearest dealer at this web site;  
<http://www.terex.com/utilities/en/products/dealer-locator/index.htm>.

If you take your unit to your dealer on the agreed service date and they do not remedy this condition on that date or within three (3) working days of scheduled appointment, we recommend you contact Terex Utilities Warranty department by calling 1-800-982-8975.

**Note to Owners:** If the manufacturer or their dealer has failed or is unable to remedy the defect/noncompliance condition without charge or within a reasonable amount of time you can notify:

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

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

If you have had your unit repaired for this issue prior to receipt of this notice, you may be eligible for reimbursement. For more information, please contact Terex Utilities at the above contact information.

If you have sold or retired the unit please let us know by contacting the Terex Utilities Warranty department at 1-844-837-3948 or send the serial number and new owner contact information to [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com) . Forward this Notice to the new owner within 10 days of receipt of this letter.

If you have leased this vehicle to another person, forward a copy of this notice to the lessee within ten days of your receipt of this notice.

Thank you for your immediate attention on this important matter,

Jeff Hegstrom  
Product Support Manager

Our records indicate the following machines, registered to you, are involved in SN681A.

| Model   | Serial Number   |
|---------|-----------------|
| 'model' | 'Serial number' |

**Terex Utilities**

# SAFETY NOTICE

# SN681A

**DATE:** 4/6/2020

**REVISED:** 5/27/2020

**TO:** Owners, Users, Dealers, and Installers

**MODELS AFFECTED:** TM Aerial Devices

**SUBJECT:** Leveling Sensor Installation

## Issue:

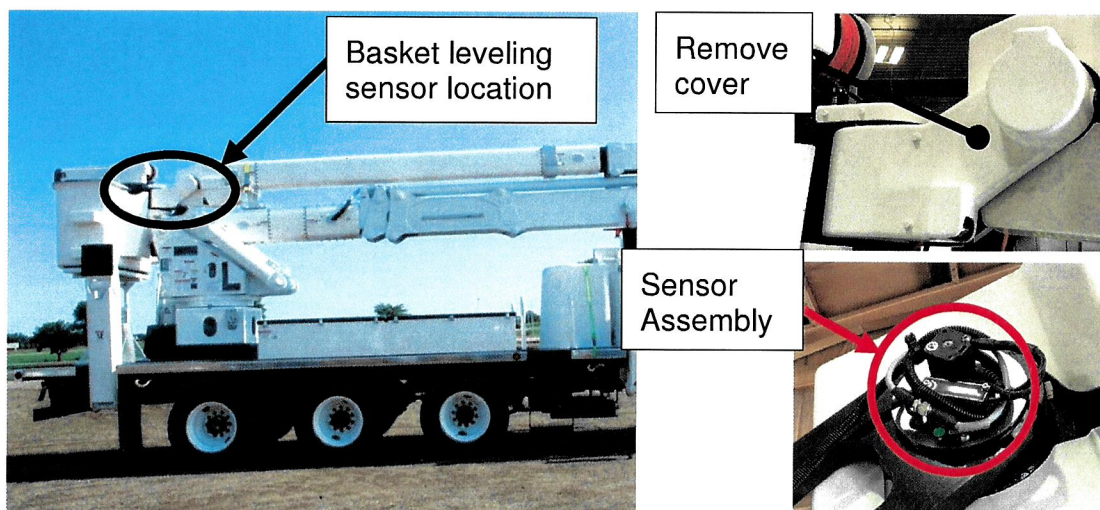
On Terex TM aerial devices, manufactured from February 2011 through April 2020, the basket level limit sensors at the boom tip may have been assembled in the incorrect orientation. The limit sensors prevent the platform from going more than 15 degrees from level if the electrical system malfunctions or there is damage to components. The incorrect mounting of the level sensors may cause an out of level basket to continue moving more than 15 degrees out of level. **If the leveling system malfunctions it may cause the occupants to fall from the platform.**

## Action:

### What the Owner Must Do:

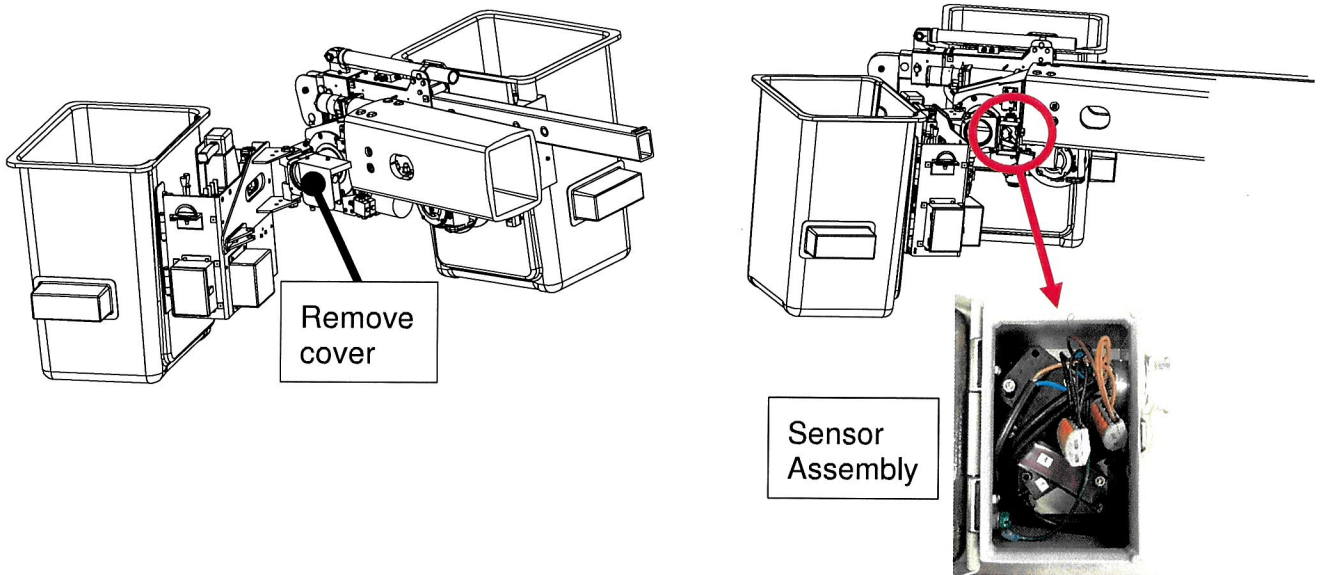
The owner must inspect their equipment and correct if required within 10 days of receiving this bulletin.

1. Inform all users, operators, and supervisors that the basket level sensors must be inspected within 10 days on TM aerial devices and follow the continued use section of this bulletin until the unit is corrected. This bulletin applies to TM Aerial devices with the hydraulic generator at the boom tip and applies to machines with an end mount platform or dual side mount platforms.
2. Inspect the unit to determine if your unit has the incorrectly installed level sensors.



**Figure 1 – Level Sensor Location on End Mount Machine**

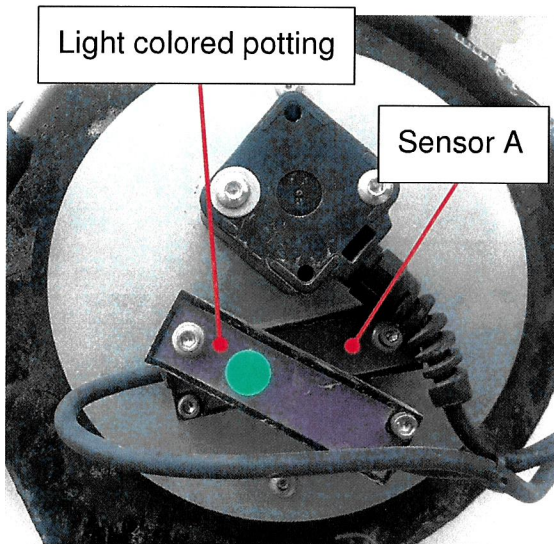




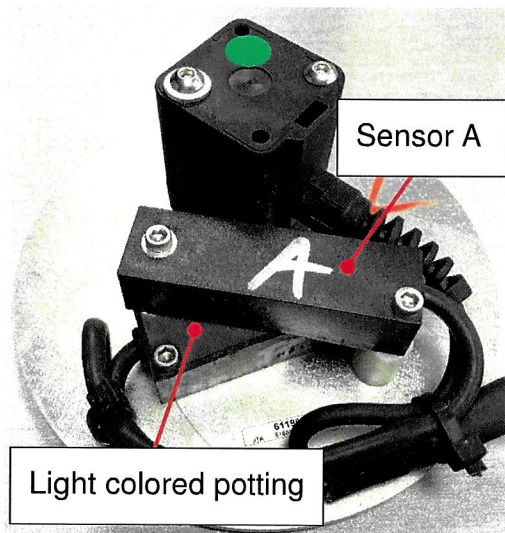
**Figure 2 – Level Sensor Location on Dual Platform Machine**

- a. Inspect the basket level sensor orientation using the below pictures for reference.

End Mount Boom Tip:



**Figure 3A**  
This bulletin applies if the light colored potting visible on the top sensor, or sensor labeled A on the bottom



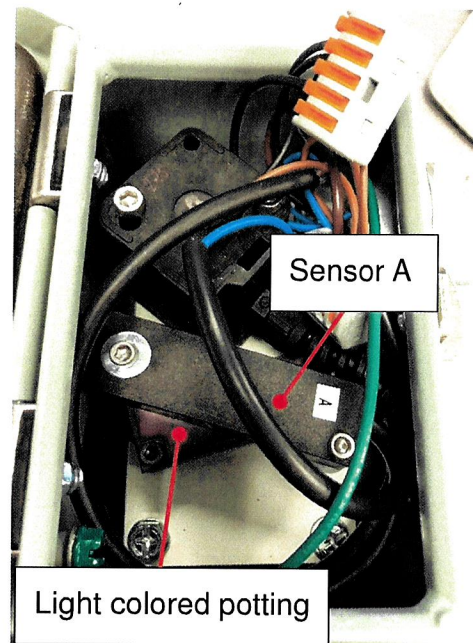
**Figure 3B**  
This bulletin does **NOT** apply if the light colored potting only visible on bottom sensor and sensor labeled A on top

#### Dual Basket Boom Tip:



**Figure 4A**

This bulletin applies if the light colored potting visible on the top sensor, or sensor labeled A on the bottom



**Figure 4B**

This bulletin does **NOT** apply if the light colored potting only visible on bottom sensor and sensor labeled A on top

3. If your unit has the light colored potting visible on the top sensor, or the sensor labeled A on the bottom; this bulletin applies. Correct following the instructions in Field Service Kit Z1562. Take a picture before correcting the issue and another picture after correcting the issue. Send both pictures with the completion form including the serial number and date of correction to [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com).
4. If your unit has the light colored potting visible only on the bottom sensor with the wires coming out of the sensors above the mounting screw and with sensor labeled A on top this bulletin does not apply and use can continue without restriction.

#### Continued Use:

1. Inform the users of the content of this bulletin and remind them of the daily pre-shift inspection requirements.
2. If the leveling system malfunctions and the platform gets more than 15 degrees out of level utilize one of the following procedures to stop the leveling system:
  - a. Release the enable lever and use the manual level adjustment control to correct the level of the platform.
  - b. From the lower controls shut off the upper controls and use the lower controls to level platform and lower boom.
  - c. Repair issue that caused the malfunction and correct leveling sensor per the Field Service Kit Z1562 instructions.
3. Always follow inspection and maintenance requirements as specified in the manuals.



## What Terex will Do:

Terex will provide a Field Service Kit, Z1562, to the nearest Terex Utilities dealer or Field Service Technician for installation on your unit at no cost to the owner.

Contact Terex Utilities; through your nearest TEREX Utilities dealer as shown on the web site, [terexutilities.com](http://terexutilities.com), call Terex Utilities Warranty Department at 1-844-837-3948 or by email at [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com) to arrange for repair within 10 days of receiving this bulletin. If you have sold the unit involved in this bulletin forward this bulletin to the new owner within 10 days and notify Terex of the serial number and contact information for the new owner.

**Dealers and Installers:** A letter is being sent to owners of affected units. If affected units are in your area TEREX Utilities will contact you to arrange the repairs. Affected units, as shown on the owner letter, will have the repairs performed at no charge to the owner. Labor allowance is \$120.

Only TM models built with hydraulic generators at the boom tip are affected. If the owner contacts you call TEREX Utilities Warranty Department at 1-844-837-3948 for repair instructions.

**Important:** Some of the involved units may be in rental fleets. Federal Law requires you to complete the recall service on these units before renting, or to inform the renters within 10 days of receipt of this bulletin.

**Note to Owners:** If the manufacturer or their dealer has failed or is unable to remedy the defect/noncompliance condition without charge or within a reasonable amount of time you can notify:




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

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




Terex and local industry standards (CSA and ANSI) requires that the purchaser of a Terex unit report to Terex the model and serial number of each machine sold, as well as the name, address, and telephone number of the new owner, within 60 days of the sale. Use the Owner Update Form in the manual to update the owner status of any of your machines. Terex also asks the seller to provide the new owner information so if you require additional copies of the Owner Update Form or have any questions, please contact TEREX Utilities Warranty Department at 1-844-837-3948 or [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com).

Terex, OSHA and local industry standards, also require that the manufacturer's bulletins be completed. It is your responsibility to communicate this important information to all machine owners and applicable branches. If you require additional copies of this bulletin or have any questions, please contact TEREX Utilities at 1-844-837-3948.

Sample of window envelope, address shows through window.

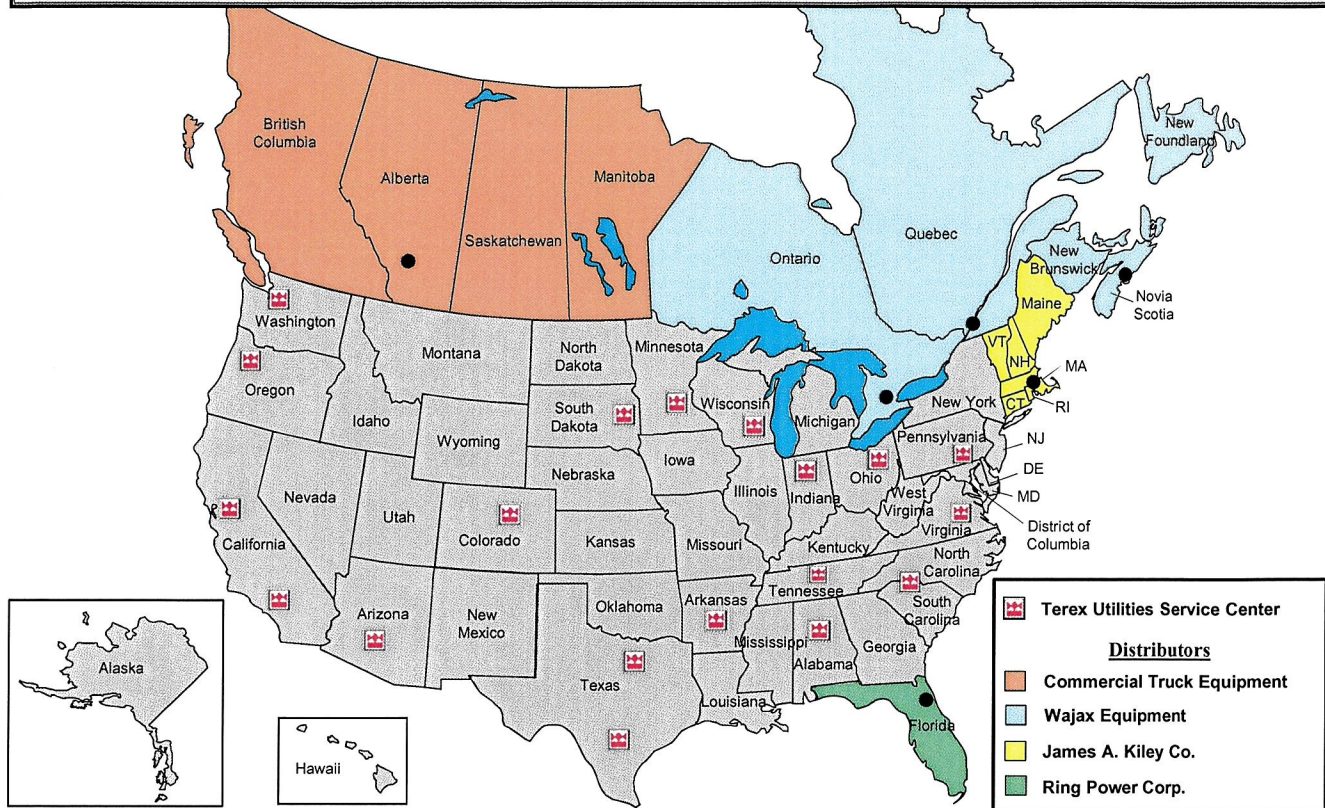
|  |  |  |
|--|--|--|
|  <b>TEREX</b><br><i>Utilities</i><br>3140 15 <sup>th</sup> Ave SE<br>Watertown, SD 57201-9017 | <b>IMPORTANT SAFETY RECALL INFORMATION</b> |  |
| <br>U.S. Department of<br>Transportation  | Issued in Accordance<br>With Federal Law   | <br>*****<br><b>NHTSA</b><br><small>www.nhtsa.gov</small> |
| <b>SAFETY RECALL NOTICE</b>  |  |  |
| <p>"Customer's Name"<br/>"Address"<br/>"City", "State" "Zip Code"</p>  |  |  |

Alternate format: Normal envelope, with address label or printed envelope.

|   |  |  |
|---|--|--|
|  <b>TEREX</b><br><i>Utilities</i><br>3140 15 <sup>th</sup> Ave SE<br>Watertown, SD 57201-9017 | <b>IMPORTANT SAFETY RECALL INFORMATION</b> |  |
| <br>U.S. Department of<br>Transportation   | Issued in Accordance<br>With Federal Law   | <br>*****<br><b>NHTSA</b><br><small>www.nhtsa.gov</small> |
| <b>SAFETY RECALL NOTICE</b>   |  |  |
| <p>"Customer's Name"<br/>"Address"<br/>"City", "State" "Zip Code"</p>   |  |  |



# Terex Utilities Service Network



## Terex Utilities

|   |  |  |
|---|--|--|
| <b>Seattle</b> 206.764.5025<br>7829 South 2016 <sup>th</sup> Street<br>Kent, WA 98032 | <b>North Little Rock</b> 501.945.6100<br>309 Dixie Street<br>North Little Rock, AR 72114 | <b>Bourbon</b> 574.342.0086<br>4470 Lincoln Hwy West<br>Bourbon, IN 46504                |
| <b>Portland</b> 503.620.0611<br>12805 SW 77 <sup>th</sup> Place<br>Tigard, OR 97223   | <b>Birmingham</b> 205.841.6411<br>4120 Lewisburg Rd<br>Birmingham, AL 35207              | <b>Waukesha</b> 262.547.8500<br>N4W22610 Bluemound Rd<br>Waukesha, WI 53186              |
| <b>Stockton</b> 209.242.7104<br>2610 Lycoming Street<br>Stockton, CA 95206            | <b>White House</b> 615.672.4911<br>200 Edenway Dr<br>White House, TN 37189               | <b>Shakopee</b> 952.445.1555<br>12565 Hwy 41 Frontage Rd<br>Shakopee, MN 55379           |
| <b>Fontana</b> 909.565.1234<br>8594 Cherry Avenue<br>Fontana, CA 92335                | <b>Charlotte</b> 704.654.3903<br>11945 Goodrich Drive<br>Charlotte, NC 28273             | <b>Watertown</b> 605.882.3004<br>1901 14 <sup>th</sup> Avenue NW<br>Watertown, SD 57201  |
| <b>Phoenix</b> 602.256.0162<br>4920 W. Magnolia Street<br>Phoenix, AZ 85043           | <b>Glen Allen</b> 804.752.2811<br>11072 Washington Hwy<br>Glen Allen, VA 23059           | <b>Denver</b> 303.202.0304<br>6295 E. 56 <sup>th</sup> Avenue<br>Commerce City, CO 80022 |
| <b>Fort Worth</b> 817.698.8005<br>1300 S. Sylvania Avenue<br>Fort Worth, TX 76111     | <b>Lancaster</b> 717.650.1044<br>180 N. Donnerville Rd, Suite B<br>Mountville, PA 17554  | <b>Field Service</b> 800.292.1931  |
| <b>San Antonio</b> 210.476.7777<br>142 Gembler Rd<br>San Antonio, TX 78219            | <b>Medina</b> 330.722.6900<br>1175 Industrial Parkway<br>Medina, OH 44256                |  |

## Distributors

|  |
|--|
| <b>Commercial Truck</b> 877.915.9140<br>11199 48 St SE<br>Calgary, AB T2C 5H4, Canada        |
| <b>Wajax Equipment</b> 519.893.2942<br>815 Trillium Drive<br>Kitchener, ON N2R 1J9, Canada   |
| <b>Wajax Equipment</b> 450.682.3737<br>2000 Rue John-Molson<br>Laval, Quebec H7T 0H4, Canada |
| <b>Wajax Equipment</b> 902.468.7352<br>151 Thornhill Drive<br>Dartmouth, NS B3B 1S2, Canada  |
| <b>James A. Kiley Co.</b> 617.776.0344<br>15 Linwood Street<br>Somerville, MA 02143-2188     |
| <b>Ring Power Co.</b> 904.737.7730<br>500 World Commerce Pkwy<br>St. Augustine, FL 32092     |



**TEREX****Safety Notice 681A***Utilities***Completion Form****TM SERIES AERIAL LEVELING SENSOR INSTALLATION**

TO AVOID DELAYS IN PROCESSING – PLEASE PRINT LEGIBLY

**UNIT INFORMATION (\*REQUIRED)**  **CHECK if new owner**

Customer Truck # \_\_\_\_\_

\*Owner Name: \_\_\_\_\_

Owner Phone Number: \_\_\_\_\_

\*Address req'd if new owner \_\_\_\_\_

\*Truck VIN # \_\_\_\_\_

\*Unit Serial Number: \_\_\_\_\_ (10 digits)

**SERVICE PERFORMED BY (\*REQUIRED)**

\* Date of Repair / Inspection \_\_\_\_\_

\* Service Technician (ST) completing work: \_\_\_\_\_

\* ST Company Name: \_\_\_\_\_ ST Location: \_\_\_\_\_

ST Contact Number: \_\_\_\_\_

**\* CHECK TO VERIFY COMPLETION:**

The leveling sensors have been inspected on this unit and are positioned correctly when compared with either Fig. 3B or 4B on the Safety Notice 681A bulletin and **no repair is required**. Please submit a photo of the mounted sensors with this completion form. **\*No reimbursement for only completing this inspection.\***

The unit noted above had the leveling sensors incorrectly mounted as shown in either Fig. 3A or 4A of the SN681A bulletin. The sensor position has been corrected by following the instructions provided in Field Service Kit Z1562.

Provide a picture of the sensor position BEFORE correction.  
Submit picture with this work completion form.

Provide a picture of the sensor position AFTER correction.  
Submit picture with this work completion form.

**The level system has been tested** per instructions provided as part of the Z1562 FSK and functions correctly.

The work on the unit listed above was a result of installing a **Z1390 Field Service Kit to install the TM Tilt Control Retrofit**.

The Z1390 FSK was purchased by/through \_\_\_\_\_.

Purchasing company PO# \_\_\_\_\_.

**Labor allowance for repairs following Z1562 FSK is \$120.00 per unit.**

**\*Reimbursement for travel expense will only apply to sold units, registered to end owners (excludes rental units). Travel above \$450 requires pre-approval.**

**Work Order:** \_\_\_\_\_

**Comments:** \_\_\_\_\_

FAX THIS COMPLETED FORM TO TEREX UTILITIES WARRANTY DEPT. AT (605)882-5579 OR SEND EMAIL TO [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com)