

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.

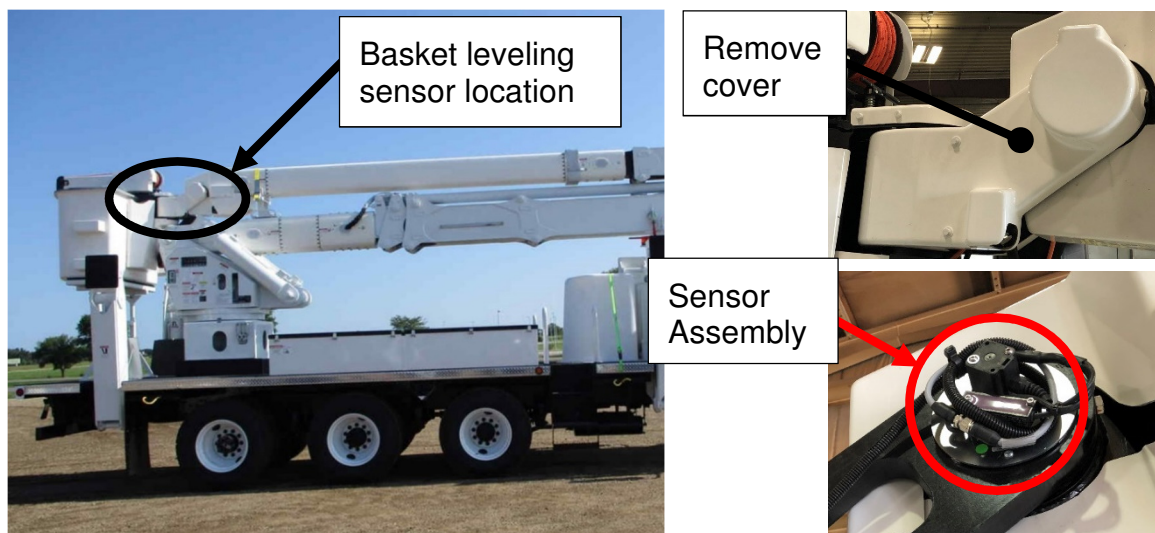


Figure 1 – Level Sensor Location on End Mount Machine

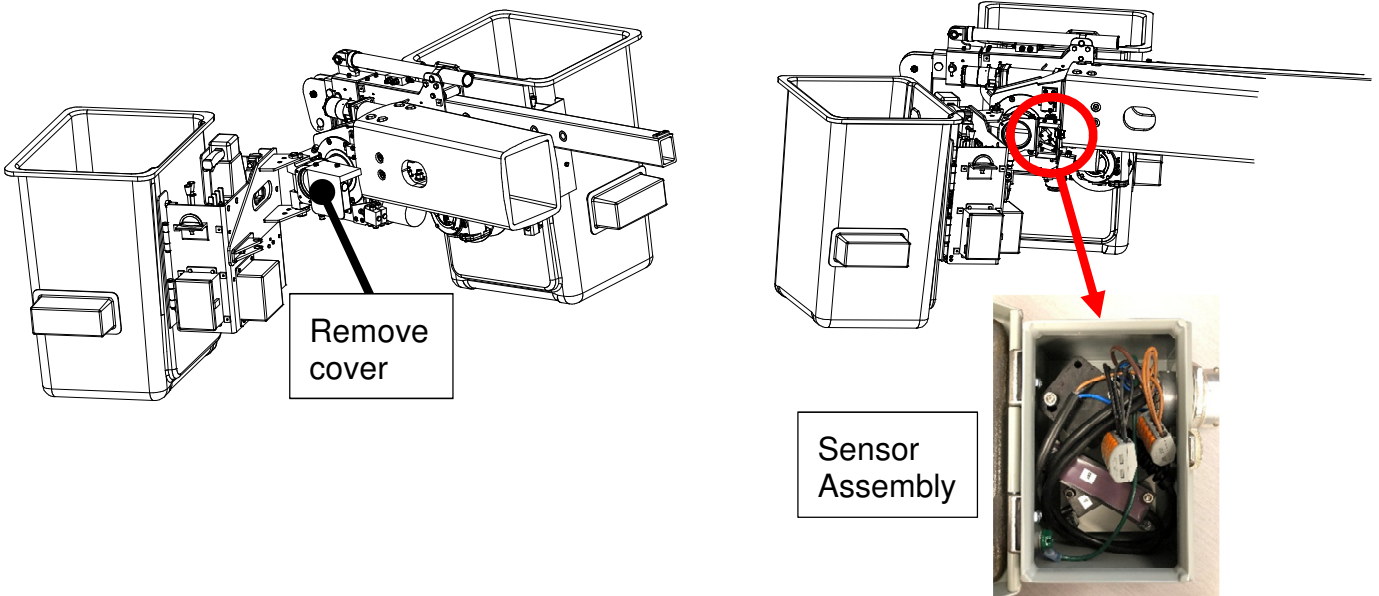


Figure 2 – Level Sensor Location on Dual Platform Machine

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

End Mount Boom Tip:

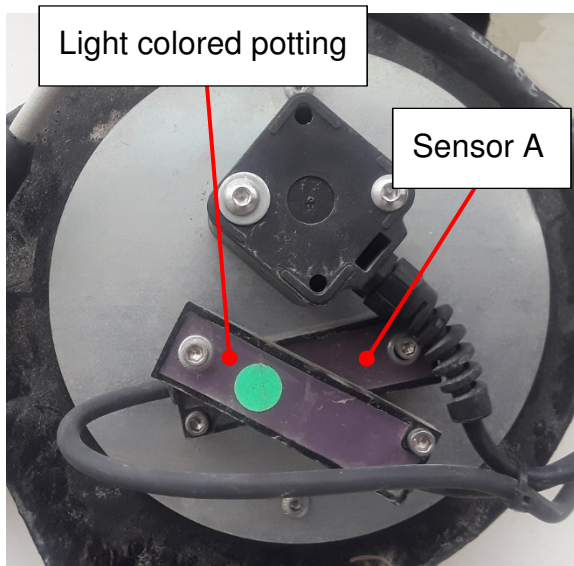


Figure 3A
This bulletin applies if the light colored potting visible on the top sensor, or sensor labeled A on the bottom

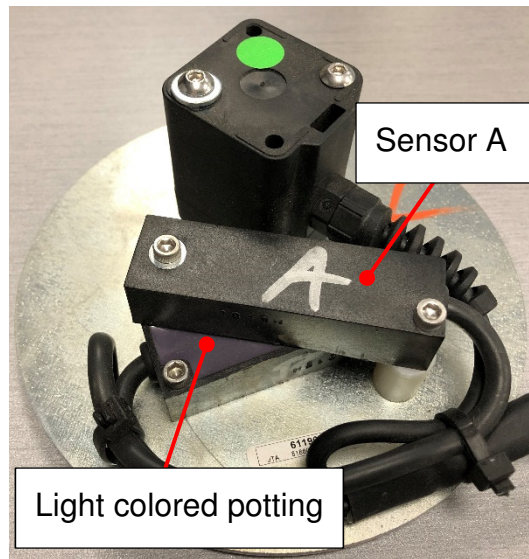


Figure 3B
This bulletin does **NOT** apply if the light colored potting only visible on bottom sensor and sensor labeled A on top

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

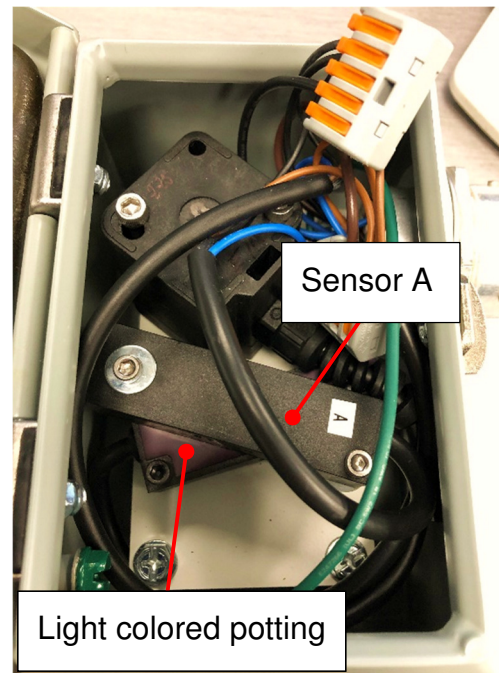


Figure 4B

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.
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, call Terex Utilities Warranty Department at 1-844-837-3948 or by email at 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.

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.