

Terex Utilities

SAFETY NOTICE

SN681

DATE: 2/24/2020

REVISED:

TO: Owners, Users, Dealers, and Installers

MODELS AFFECTED: TM End Mount Aerial Devices

SUBJECT: Leveling Sensor Installation

Issue:

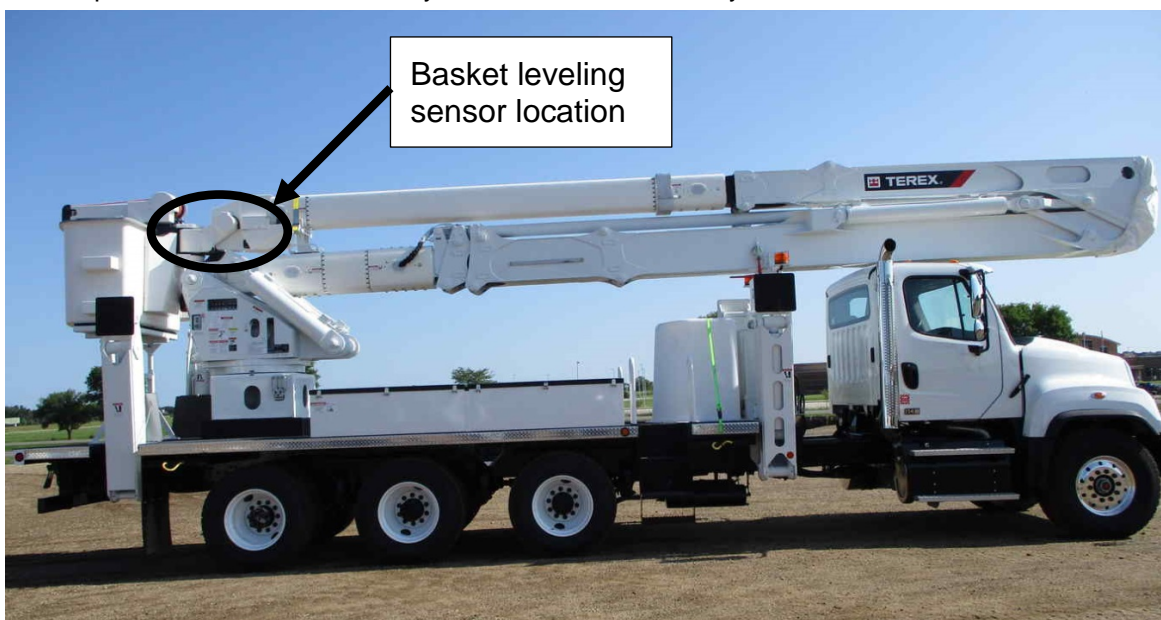
On Terex TM end mount aerial devices, manufactured from April 2014 through July 2019, one of the two basket level limit sensors at the boom tip may have been assembled upside down. The limit sensors prevent the platform from going more than 15 degrees from level if the electrical system malfunctions. The incorrect mounting of the level sensor 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:

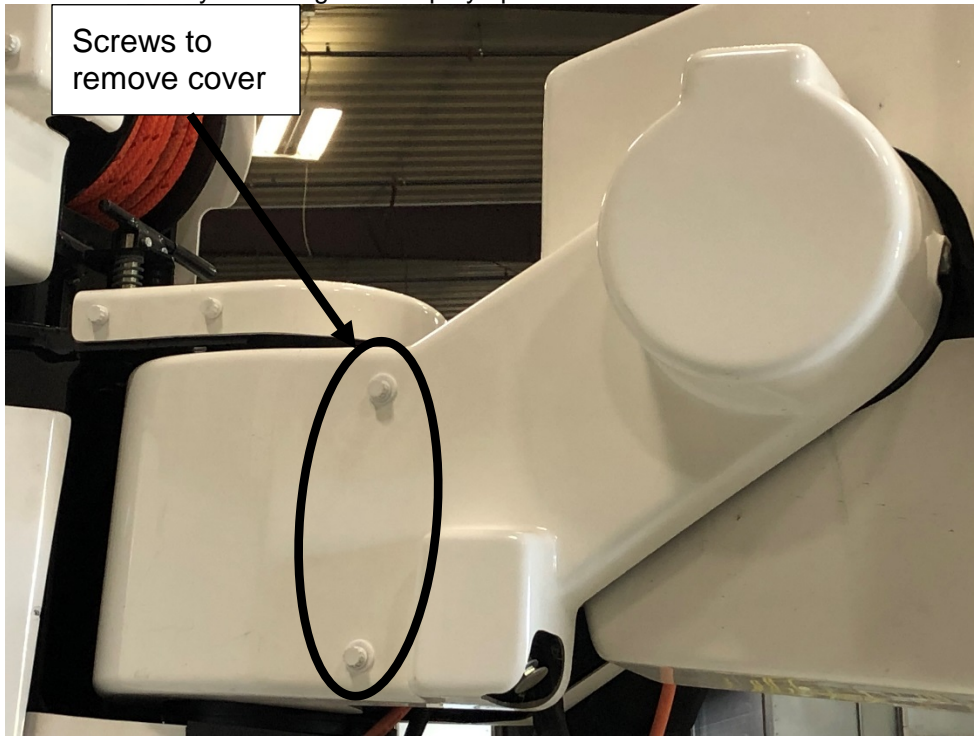
What the Owner Must Do:

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

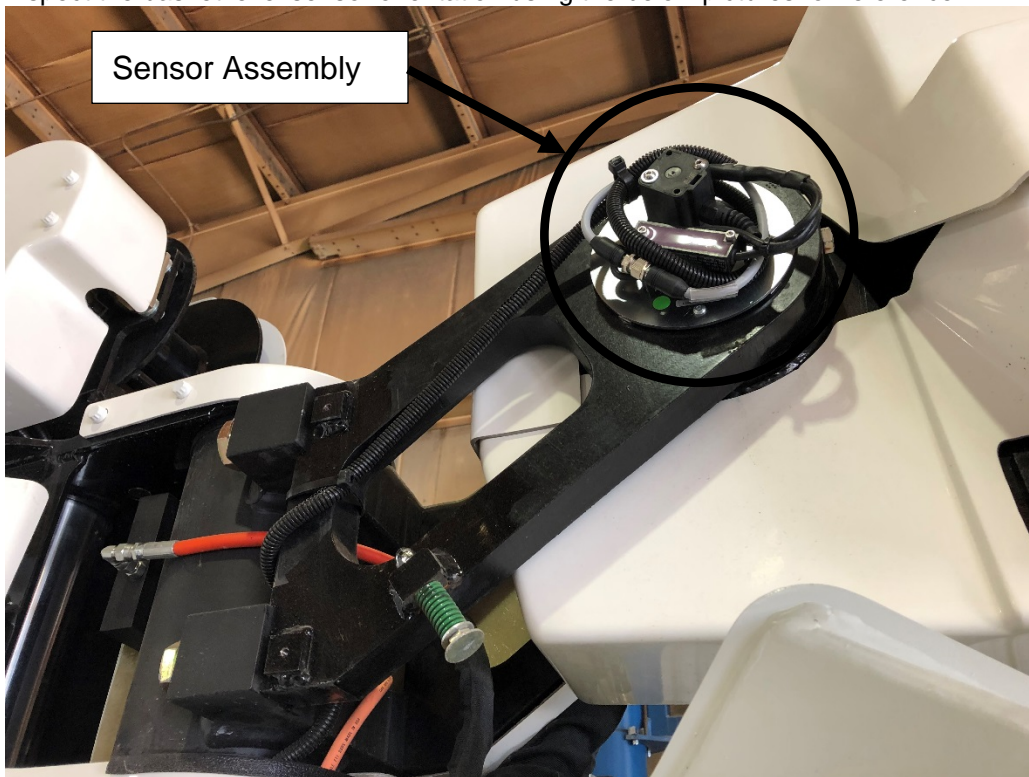
1. Inform all users, operators, and supervisors that the basket level sensor must be inspected within 10 days on TM end mount aerial devices and follow the continued use section of this bulletin until the unit is corrected. This bulletin does not apply to units with side mount platforms.
2. Inspect the unit to determine if your unit has an incorrectly installed level sensor.



- a. Remove cover by removing the two polytop screws to access the basket level sensor.



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





This bulletin applies if the Light colored potting visible on both sensors



This bulletin does **NOT** apply if the Light colored potting visible on top sensor only

3. If your unit has both sensors mounted with the light colored potting visible, 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 top sensor, and the wires coming out of the sensors below the mounting screw this bulleting 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:

No parts are required to reposition the sensor if required.

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 after April 2014 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

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.