



April 9, 2020

'owner'
'address1'
'city', 'state' 'zip'

IMPORTANT SAFETY RECALL 20V-168
This notice applies to your vehicle

Dear Terex Equipment Owner,

REASON FOR NOTICE

SN684 is for the 25 foot double lift, part numbers 497981 & 498199, which have shims which do not fully support the elevator cylinder rod eyes. The threaded portion of the rod eye may fatigue and fail causing the lift to drift down. If one rod eye fails the lift is only supported by one of the two cylinders. The aerial boom may drift down contacting lower levels causing injury.

WHAT TEREX WILL DO

Terex will provide replacement rod eyes and shims for all 4 cylinders at no cost to the owner. Field Service kit Z1582, which will repair all four cylinders, will be provided to the nearest Terex Utilities dealer or Field Service Technician for installation on your unit. Repair will take 8 hours.

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.

WHAT THE OWNER MUST DO

Immediately inspect the rod ends of the two cylinders on the lower lift boom and the two cylinders on the upper lift boom following the instruction in the Bulletin.

Inspection procedure:

1. From the lower controls raise the upper lift boom to 45 degrees and look under the cover at the shims at the rod end. If the shims are loose do not continue to use the unit until repaired.
2. From the lower controls raise the lower lift boom to 45 degrees and look under the cylinder cover at the shims at the rod end. If the shims are loose do not continue to use the unit until repaired.

3. If the shims on all four cylinders are still tight follow the continued use statement below.
4. If any of the shims are loose it indicates the rod eye is not torqued properly. The rod eye and shims must be replaced before further use.

Immediately inspect the rod ends before further use or contact 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

CONTINUED USE

Inform the users of the content of this bulletin and remind them of the daily pre-shift inspection requirements.

1. Inspect the cylinder rod ends daily before use as described above.
 - a. If the shims are tight operate the lift with smooth feathering control. Use the lift with the arms positions above 45 degrees to reduce the load on the cylinder rod eyes before moving over lower structures or lines until repaired.
 - b. If the shims are loose do not use the lift. Leave the lift tied down in the stored position. The aerial device can be used but the 25 ft lift must remain in stored position so the cylinders are not loaded.
2. Within 10 days of receipt of this bulletin contact 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.
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 . 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 SN684.

Model	Serial Number
'model'	'Serial number'

Terex Utilities	
SAFETY NOTICE	SN684

DATE: 3/13/2020

REVISED:

TO: Owners, Users, Dealers, and Installers

MODELS AFFECTED: TCX60/85, XML65/90

SUBJECT: 25 ft Double Lift 497981 & 498199

Issue:

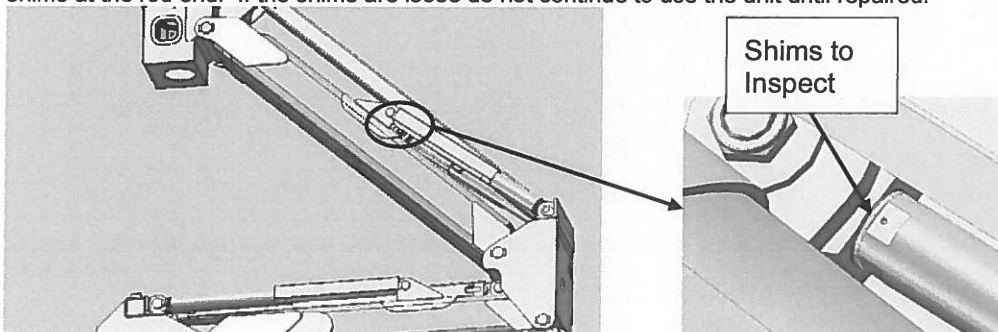
The 25 foot double lift, part numbers 497981 & 498199, have shims which do not fully support the elevator cylinder rod eyes. The threaded portion of the rod eye may fatigue and fail causing the lift to drift down. If one rod eye fails the lift is only supported by one of the two cylinders. **The aerial boom may drift down contacting lower levels causing injury.**

Action:

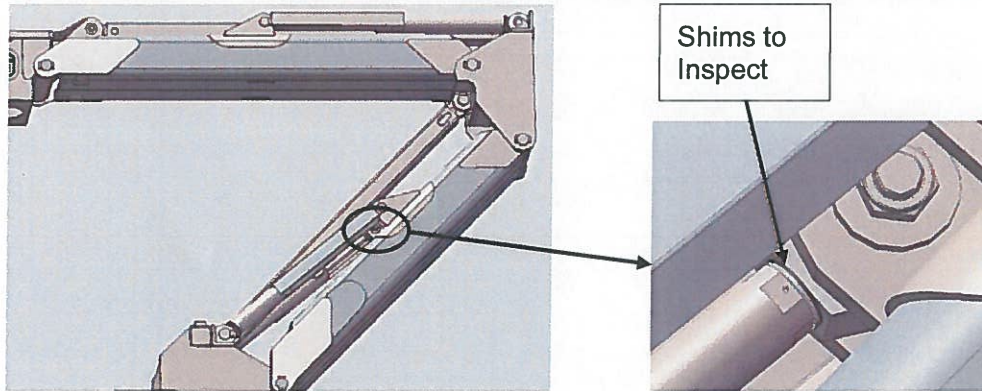
Immediately inspect the rod ends of the two cylinders on the lower lift boom and the two cylinders on the upper lift boom.

Inspection procedure:

1. From the lower lift controls raise the upper lift boom to 45 degrees and look under the cover at the shims at the rod end. If the shims are loose do not continue to use the unit until repaired.



2. From the lower controls raise the lower lift boom to 45 degrees and look under the cylinder cover at the shims at the rod end. If the shims are loose do not continue to use the unit until repaired.



3. If the shims on all four cylinders are still tight follow the continued use statement below.
4. If any of the shims are loose it indicates the rod eye is not torqued properly. The rod eye and shims must be replaced before further use.

What the Owner Must Do:

Immediately inspect the rod ends before further use or contact 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

Continued Use:

Inform the users of the content of this bulletin and remind them of the daily pre-shift inspection requirements.

1. Inspect the cylinder rod ends daily before use as described above.
 - a. If the shims are tight operate the lift with smooth feathering control. Use the lift with the arms positions above 45 degrees to reduce the load on the cylinder rod eyes before moving over lower structures or lines until repaired.
 - b. If the shims are loose do not use the lift. Leave the lift tied down in the stored position. The aerial device can be used but the 25 ft lift must remain in stored position so the cylinders are not loaded.
2. Within 10 days of receipt of this bulletin contact 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.
3. Always follow inspection and maintenance requirements as specified in the manuals.

What Terex will Do:

Terex will provide replacement rod eyes and shims for all 4 cylinders at no cost to the owner. Field Service kit Z1582, which will repair all four cylinders, will be provided to the nearest Terex Utilities dealer or Field Service Technician for installation on your unit.

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. Labor allowance is \$960.

Only TCX60/85 and XML65/90 models with 25 ft lifts 497981 & 498199 are involved utilizing cylinders 498034 and 498035. If the owner contacts you call TEREX Utilities Warranty Department at 1-844-837-3948 for instructions and to arrange shipment of parts.

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.

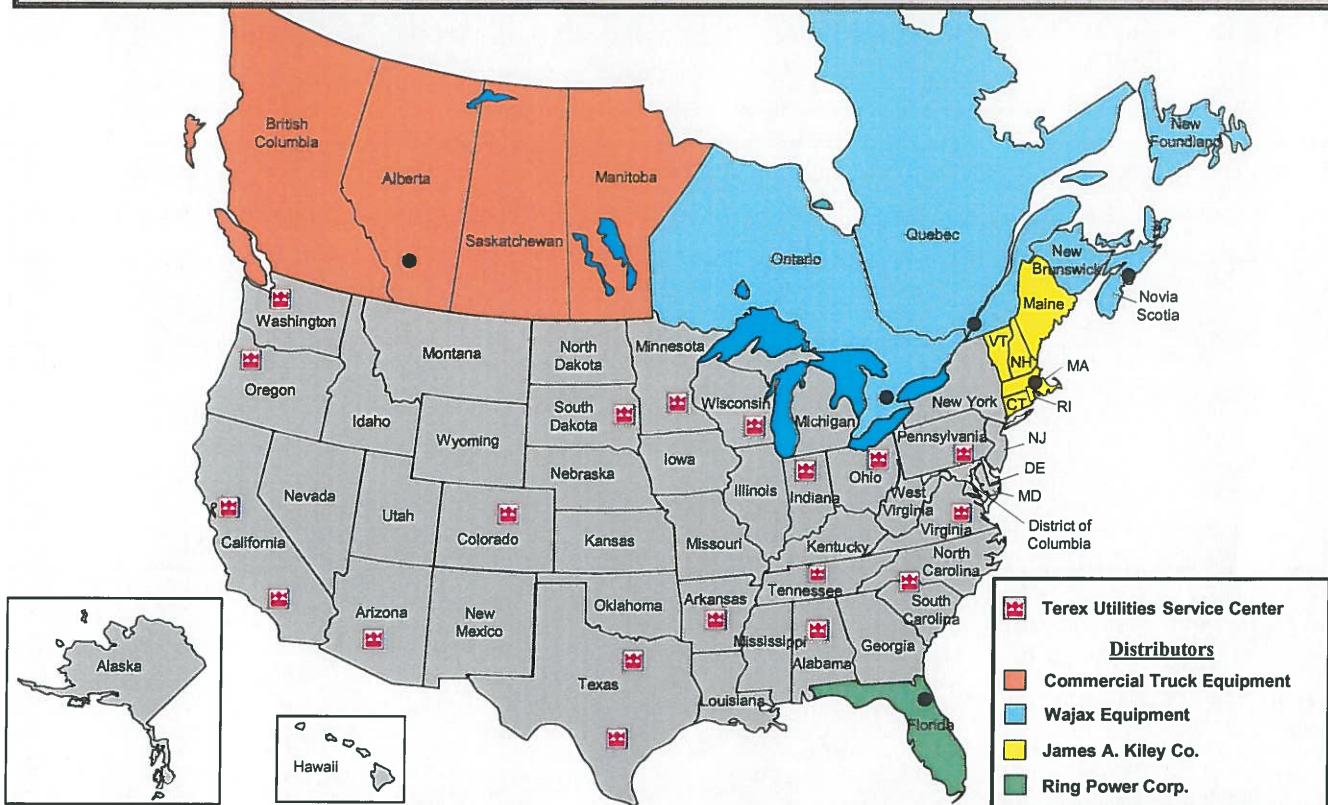
Note to Owners: If the manufacturer or their dealer has failed or is unable to remedy the defect/noncompliance condition without charge or within a reasonable amount of time you can notify:

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.

Terex Utilities Service Network



Terex Utilities Service Center

Distributors

- Commercial Truck Equipment
- Wajax Equipment
- James A. Kiley Co.
- Ring Power Corp.




Terex Utilities

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




Distributors

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

Sample of window envelope, address shows through window.

 TEREX <i>Utilities</i> 500 Oakwood Road Watertown, SD 57201-6150	IMPORTANT SAFETY RECALL INFORMATION		
	Issued in Accordance With Federal Law		
SAFETY RECALL NOTICE			
<table border="1"><tr><td>"Customer's Name" "Address" "City", "State" "Zip Code"</td></tr></table>			"Customer's Name" "Address" "City", "State" "Zip Code"
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Alternate format: Normal envelope, with address label or printed envelope.

 TEREX <i>Utilities</i> 500 Oakwood Road Watertown, SD 57201-6150	IMPORTANT SAFETY RECALL INFORMATION	
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