



May 5, 2020

'owner'

'address1'

'city', 'state' 'zip'

## **IMPORTANT SAFETY RECALL 20V-200**

### **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**

Terex decided that certain 2018-2019 C4045, C4047, C5050, and C7066 Digger Derricks vehicles, using International truck's Diamond Logic computer system, may disable auxiliary engine controls. If the hood switch indicates open or a hood switch failure occurs, the logic in the International Diamond Logic computer may disable the auxiliary engine control for engine stop/start. If the Diamond Logic computer system does not detect the hood switch signal, an emergency remote engine stop may not be possible, increasing the chance of injury.

#### **WHAT TEREX WILL DO**

Terex Utilities will facilitate arrangements with International truck dealers to make the appropriate repairs. The Diamond Logic computer program will be updated to only allow the vehicle hood switch to prevent a remote engine start. The reprogramming will take about 1 hour at no cost to the owner.

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

1. Verify you are the owner of the unit serial numbers listed on the owner letter addressed to you.
2. Complete the owner information form enclosed with the owner letter and return the form to [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com) or fax to 1-605-882-5579. It will be important to include the unit serial number, vehicle VIN, unit location and contact information for arranging repair.
3. If you are no longer the owner of an affected unit, send the unit serial number and buyer contact information to [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com) or fax to 1-605-882-5579.
4. Terex recommends the completion of this bulletin to take place within 60 days. If you have not been contacted to arrange a time for repair within 60 days of receipt of this bulletin and owner letter, contact Terex Utilities Warranty at 1-844-837-3948 or email [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com).

#### **CONTINUED USE**

**All machine users and operators must be notified of the following requirements for continued use of affected machines:**

1. Ensure the hood is closed at all times the digger derrick is in use.
2. Be aware that if the hood switch fails or indicates the hood is open, the auxiliary engine control for engine stop/start may not work.

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>.

Terex South Dakota, Inc.  
500 Oakwood Road  
Watertown, SD 57201 USA  
1-844-837-3948 • Fax 1-605-882-1842

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 SN682.

Model	Serial Number
'model'	'Serial number'



# TEREX®

<b>Terex Utilities</b>	
<b>SAFETY NOTICE</b>	<b>SN682</b>

**DATE:** 3/30/20

**REVISED:**

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

**MODELS AFFECTED:** Digger Derricks

**SUBJECT:** International Diamond Logic Programming

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### Issue:

Terex has become aware of some International vehicles, using the Diamond Logic computer system, may disable auxiliary engine control. If the hood switch indicates open or a hood switch failure occurs, the logic in the Diamond Logic computer may disable the auxiliary engine control for engine stop/start. **If the Diamond Logic computer system does not detect the hood switch signal, an emergency remote engine stop may not be possible.**

### Action:

#### What the Owner Must Do:

1. Verify you are the owner of the unit serial numbers listed on the owner letter addressed to you.
2. Complete the owner information form enclosed with the owner letter and return the form to [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com) or fax to 1-605-882-5579. It will be important to include the unit serial number, vehicle VIN, unit location and contact information for arranging repair.
3. If you are no longer the owner of an affected unit, send the unit serial number and buyer contact information to [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com) or fax to 1-605-882-5579.
4. Terex recommends the completion of this bulletin to take place within 60 days. If you have not been contacted to arrange a time for repair within 60 days of receipt of this bulletin and owner letter, contact Terex Utilities Warranty at 1-844-837-3948 or email [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com).

### Continued Use:

**All machine users and operators must be notified of the following requirements for continued use of affected machines:**

1. Ensure the hood is closed at all times the digger derrick is in use.
2. Be aware that if the hood switch fails or indicates the hood is open, the auxiliary engine control for engine stop/start may not work.

### What Terex will Do:

Terex Utilities will facilitate arrangements with International to make the appropriate repairs. The Diamond Logic computer program will be updated to only allow the vehicle hood switch to prevent a remote engine start.

Terex South Dakota, Inc.  
500 Oakwood Road  
Watertown, SD 57201 USA  
1-844-837-3948 • Fax 1-605-882-1842

**Dealers and Installers:** A letter is being sent to owners of affected units. If an owner contacts you about this bulletin; contact TEREX Utilities Warranty, at 1-844-837-3948, for further 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.

**SAFETY NOTICE 682 CUSTOMER INFORMATION SHEET**

(Please print legibly)

Lines marked "\*" are mandatory information required.

Company Name: \_\_\_\_\_

\*Contact Name: \_\_\_\_\_

\*Phone Number:

Office: \_\_\_\_\_

Cell: \_\_\_\_\_

Chassis Manufacturer: INTERNATIONAL

\*Chassis VIN: \_\_\_\_\_

Company Truck or Unit ID Number: \_\_\_\_\_

Terex Utilities Aerial or Digger Derrick Model: \_\_\_\_\_

\*Terex Utilities Boom Serial Number: \_\_\_\_\_

\*Physical Address/Location of the Above Equipment (to include zip code):

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_




Local International Dealer name and phone number:

\_\_\_\_\_




(If you own more than one vehicle involved with Safety Notice 682, please make as many additional copies of this form as necessary)

\*\*Send the unit serial number and International chassis VIN information to [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com) or fax to 1-605-882-5579.

Sample of window envelope, address shows through window.

 <b>TEREX</b> <i>Utilities</i> 500 Oakwood Road Watertown, SD 57201-6150	<b>IMPORTANT SAFETY RECALL INFORMATION</b>	
	Issued in Accordance With Federal Law	
<b>SAFETY RECALL NOTICE</b>		
<p>"Customer's Name" "Address" "City", "State" "Zip Code"</p>		

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

 <b>TEREX</b> <i>Utilities</i> 500 Oakwood Road Watertown, SD 57201-6150	<b>IMPORTANT SAFETY RECALL INFORMATION</b>	
	Issued in Accordance With Federal Law	
<b>SAFETY RECALL NOTICE</b>		
<p>"Customer's Name" "Address" "City", "State" "Zip Code"</p>		