



November 24, 2020

'owner'

'address1'

'city', 'state' 'zip'

IMPORTANT SAFETY RECALL 20V-696

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

SN687 is for Terex Transmission TL models TL80 & TL100 aerial devices, produced from April 2019 through August 2020, that may have rotation bearing bolts that will loosen. The loosening of the bearing bolts may cause the bearing bolts to fail. Failure of the rotation bearing bolts could cause the boom to fall which could result in injury or death.

WHAT TEREX WILL DO

Terex will provide Field Service Kit Z1604, parts and labor, at no cost to the customer. The Field Service Kit Z1604 provides replacement rotation bearing bolts, washers, pedestal reinforcement plates, and bolt spacers. It will take approximately 6 hours to complete the repair.

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

The owner must inspect their equipment and correct if required:

1. Immediately inform all users, operators, and supervisors that the rotation bearing bolts must be inspected daily before use.
2. Inspect to determine if it has loose rotation bearing bolts following the instructions in the bulletin. All rotation bearing bolts must be inspected; both the rotation bearing bolts connecting the rotation bearing to the pedestal and the rotation bearing bolts connecting the rotation bearing to the turntable need to be inspected. The rotation bearing bolt inspection only applies to units without a hydraulic lift.
3. After retorquing all rotation bearing bolts, the unit can be used following the instructions in the continued use section of the bulletin as well as all operator, maintenance, and inspection requirements as specified in the manuals.

CONTINUED USE

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

1. Inspect the rotation bearing bolts daily before use until Field Service Kit Z1604 is installed, using the bulletin as reference.

Terex South Dakota, Inc.
3140 15th Ave SE
Watertown, SD 57201 USA
1-844-837-3948 • Fax 1-605-882-1842

2. Every 30 days after the initial torque check, perform a torque check on all rotation bearing bolts following the procedure in the bulletin.
3. Continue with the daily visual inspection of the rotation bearing bolts and 30-day torque checks until Field Service Kit Z1604 is installed.
4. Within 10 days of receiving this bulletin 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.
5. Always follow inspection and maintenance requirements as specified in the manuals. After Field Service Kit Z1604 is installed, follow Terex Utilities Product Advisory PA 1016-08 for future torque checks.

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 10 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 SN687.

Model	Serial Number
'model'	'Serial number'



Terex Utilities

SAFETY NOTICE

SN687

DATE: 11/16/2020

REVISED:

TO: Owners, Users, Dealers, and Installers

MODELS AFFECTED: TL80 & TL100

SUBJECT: Rotation Bearing Bolts

Issue:

Terex Transmission TL models TL80 & TL100 aerial devices, produced from April 2019 through August 2020, may have rotation bearing bolts that will loosen. The loosening of the bearing bolts may cause the bearing bolts to fail. **Failure of the rotation bearing bolts could cause the boom to fall which could result in injury or death.**

Action:

What the Owner Must Do:

The owner must inspect their equipment and correct if required:

1. Immediately inform all users, operators, and supervisors that the rotation bearing bolts must be inspected daily before use.
2. Inspect to determine if it has loose rotation bearing bolts using the following figures as reference. All rotation bearing bolts must be inspected; both the rotation bearing bolts connecting the rotation bearing to the pedestal and the rotation bearing bolts connecting the rotation bearing to the turntable need to be inspected. The rotation bearing bolt inspection only applies to units without a hydraulic lift.



Figure 1. Area of unit to inspect rotation bearing bolts

- a. The inspection involves a torque check on all rotation bearing bolts using a calibrated torque wrench. The torque required for the rotation bearing bolts on the TL80 & TL100 is 350 ft-lbs.
- b. Any loose bearing bolts are to be retorqued to 350 ft-lbs using a calibrated torque wrench. For this issue, any loose bolts can be retorqued without replacement. Any

- missing bearing bolts and/or washers are to be replaced with new hardware using the parts section of the manual to determine the correct bolt and/or washer part numbers.
- c. After the rotation bearing bolts are retorqued, apply torque striping across the bolt head and washer to the bolting plate to aid in daily visual inspections.
3. After retorquing all rotation bearing bolts, the unit can be used following the instructions in the continued use section below as well as all operator, maintenance, and inspection requirements as specified in the manuals.

Continued Use:

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

1. Inspect the rotation bearing bolt torque stripe daily before use until Field Service Kit Z1604 is installed, using the above picture as reference.
 - a. If the torque stripe is intact and/or the washers do not move on all rotation bearing bolts machine use can continue until Field Service Kit Z1604 is installed, following all operator, maintenance, and inspection requirements as specified in the manuals and this bulletin.
 - b. If the torque stripe is broken or the washer is loose on any of the rotation bearing bolts, retorque the bolt to 350 ft-lbs with a calibrated torque wrench. After retorquing any required bolts, machine use can continue following the daily visual inspection and retorquing as needed until Field Service Kit Z1604 is installed.
2. Every 30 days after the initial torque check (Step 2 of the Action), perform a torque check on all rotation bearing bolts following the same procedure as in Step 2 of the Action.
3. Continue with the daily visual inspection of the rotation bearing bolts and 30-day torque checks until Field Service Kit Z1604 is installed.
4. Within 10 days of receiving this bulletin 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.
5. Always follow inspection and maintenance requirements as specified in the manuals. After Field Service Kit Z1604 is installed, follow Terex Utilities Product Advisory PA 1016-08 for future torque checks.

What Terex will Do:

Terex will provide Field Service Kit Z1604, parts and labor, at no cost to the customer. The Field Service Kit Z1604 provides replacement rotation bearing bolts, washers, pedestal reinforcement plates, and bolt spacers.

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. Inform owners it will take approximately 6 hours to complete the repair.

Only TL80 & TL100 models are involved with the rotation bearing bolt issue, the hydraulic elevator TL80/112 models are not involved. If the owner contacts you call TEREX Utilities Warranty Department at 1-844-837-3948 for instructions and to arrange shipment of parts.

Affected units, as shown on the owner letter, will have the repairs performed at no charge to the owner. Free replacement is not mandatory for upgrades or improvements.

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:

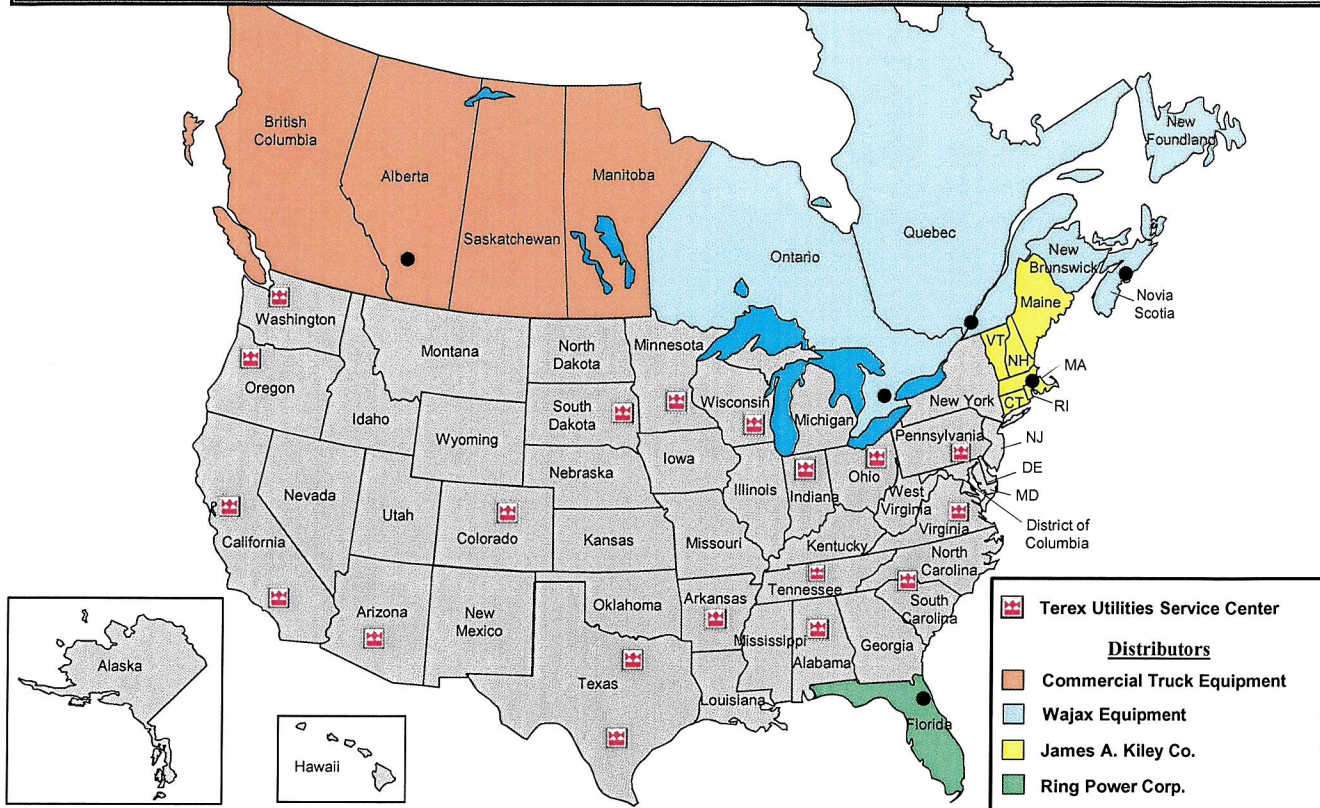
Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE, West Building
Washington, DC 20590

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 or utilities.warranty@terex.com.

Terex Utilities Service Network






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