



Terex Utilities

SAFETY NOTICE

SN708

DATE: 3/3/2022

REVISED:

TO: Owners, Users, Dealers, and Installers

MODELS AFFECTED: OM, TCX, & Optima HRX

SUBJECT: Dual Platform Emergency STOP

Issue:

Terex model OM, TCX, and Optima HRX dual platform aerial devices, produced from June 2016 through November 2021, may have Emergency STOP controls that fail to stop all functions at the upper controls. The Emergency STOP controls will stop the function of the controls at its respective control station but may not stop the function of the controls in the other control station. **Failure to correct the operation of the Emergency STOP controls may result in the inability to stop inadvertent machine movement.**

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 operation of the Emergency STOP must be inspected from both platforms within 10 days of receiving this bulletin. This bulletin only applies to OM, TCX, and Optima HRX models with dual platforms.
2. Inspect the operation of the Emergency STOP control from both platforms. If the Emergency STOP is activated in either platform, the boom controls should not operate from either platform.
3. If activation of either Emergency STOP control allows boom operation from either platform, this bulletin applies.
 - a. If your machine is equipped with Engine Stop/Start only at one platform control station, contact Terex using one of the contact methods listed in the "What Terex will Do" section within 10 days of receiving this bulletin to arrange for installation of Field Service Kit Z1648. See the continued use section for further instructions until Field Service Kit Z1648 is installed.
 - b. If your machine is equipped with Engine Stop/Start at both platform control stations, refer to the Field Service Kit Z1649 instructional drawing to install Emergency STOP placards at the upper control stations and for Emergency STOP validation. After completing the placard installation and Emergency STOP validation, complete the enclosed Completion Form and return it to Terex. Once this is complete, the unit can be used following all operator, maintenance, and inspection requirements as specified in the manuals.
4. If activation of either Emergency STOP control prevents boom operation from both platforms, this bulletin does not apply. The unit can be used following all operator, maintenance, and inspection requirements as specified in the manuals.

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 Emergency STOP control does not stop all boom functions, utilize one of the following procedures to stop all boom functions:
 - a. Activate the Emergency STOP control in both platforms or press the Engine Stop/Start plunger at either platform control (if equipped).
 - b. At the lower control station, move the selector to Lower or Emergency STOP.
 - c. At the rear of the chassis, press the Emergency STOP button or move the selector to the outrigger position; if safe to do so, if in contact with the ground.
3. Always follow inspection and maintenance requirements as specified in the manuals.

What Terex will Do:

Terex will provide Field Service Kit Z1648 or Z1649 for installation on your unit at no cost to the owner. Field Service Kit Z1648 will add a Stop/Start plunger to the passenger's control station and will add Emergency STOP placards to both upper control stations. Field Service Kit Z1649 will add Emergency STOP placards to both upper control stations and is intended for machines that are already equipped with Engine Stop/Start plungers at both upper control stations.

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 with any questions. 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 the owner contacts you, inform owners it will take approximately 3 hours to complete the repair if Field Service Kit Z1648 is required and 10 minutes to complete the repair if Field Service Kit Z1649 is required. Labor allowance is 3 hours to install Field Service Kit Z1648.

Only OM, TCX, and Optima HRX models with dual platforms are involved. If the owner contacts you call TEREX Utilities Warranty Department at 1-844-837-3948 with the serial number for instructions.

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.

To register your Terex Utilities aerial device or digger derrick, click or navigate to the following link:
<https://www.terex.com/utilities/en/support/product-registration>

Vehicle Report

NHTSA ID: 22V138 Transaction ID: 22-0010369-27394-10 (Original Report)

Required fields indicated with *

Manufacturer: Terex South Dakota, Inc.	
500 Oakwood Road Watertown SD 57201	Craig Ries 6058825613,

This is a Safety Defect Report.

Vehicle Information	
Terex OM, Optima-HRX, TCX 2016 - 2021	
* Model Yr. Start: 2016	* Model Yr. End: 2021
* Make: Terex	Type: LOW VOLUME VEHICLES
* Model: OM, Optima-HRX, TCX	Body Style:
	Powertrain:
Production Dates	Descriptive Information:
Begin: 06/27/2016	Terex model OM, Optima-HRX, and TCX aerial devices equipped with dual baskets with operator controls at each basket have been equipped with Emergency Stop controls that may not stop all boom functions. The population includes all aerial models built since June 1, 2016 that are equipped with dual baskets with operator controls at both baskets where the hydraulic plumbing will allow the controls in one basket to continue to function when the Emergency Stop is activated in the opposite basket. The requirement of the ANSI A92.2-2015 standard is that there must be an Emergency Stop at all boom positioning control stations that stops all upper control functions. There are 17 machines that do not meet this requirement.
End: 11/29/2021	
VIN Range(s): Begin: End:	

Number potentially involved: 17 **Estimated percentage of involved with defect:** 100%

Defect / Noncompliance Description	
For this Defect/Noncompliance:	
<p>* Describe the defect or noncompliance: The upper control stations' Emergency Stop may not stop all upper control functions from both upper control stations.</p> <p>If a noncompliance, provide the applicable FMVSS:</p> <p>If applicable, provide any further FMVSS affected:</p> <p>Describe the cause: Hydraulic circuit plumbing may allow the control station opposite the primary control station to still function when the Emergency Stop is actuated.</p>	<p>* Describe the safety risk: The operator in the second platform may not be able to stop all boom functions using the Emergency Stop controls at the upper control stations. They will be able to counteract unintended movements.</p> <p>Identify any warning which can precede or occur: Operator is to conduct a daily inspection of all controls for proper operation, including Emergency Stop controls.</p>
This Recall affects all vehicles.	
If applicable, identify the manufacturer of the defective or noncompliant component. If the manufacturer of the component is unknown, provide the information for the company that supplied the subject component.	
Component manufacturer	
Company Information	Company Contact Information
Company Name:	First Name:
Country:	Last Name:
Address 1:	Position:
Address 2:	Email:
City:	Phone:
State:	
Zip/Postal Code:	

Involved Components
If the defect or noncompliance involves a specific component(s), identify that component(s) below.

Chronology of Defect / Noncompliance Determination
<p>Provide the chronology of events leading up to the defect decision or test data for the noncompliance decision.: The issue was first identified by a Terex team member on April 21, 2020 when testing an Optima-HRX aerial device. On May 19, 2020 the decision was made to research how the Emergency Stop functioned on other models of aerial devices with dual baskets. On September 1, 2020 the research into how the E-Stop functioned on other models was completed. On September 22, 2020 the research into a modified E-Stop for the Optima model began. On April 20, 2021 the research into a modified E-Stop for the Optima was completed. On June 1, 2021 research began to determine if the modified system could be retrofitted to older field units. Production changed to the modified E-Stop on December 1, 2021. On November 9, 2021 it was determined that an alternative method of modifying field units would be to use the Engine Stop/Start to stop all oil flow for the Emergency Stop. The Engine Stop/Start is already indicated in the Operator's Manual as an acceptable method of stopping machine function. Research and documentation of field retrofit kits for the Engine Stop/Start completed February 2, 2022. Even though there are no reports of issues, a decision to recall was made on March 3, 2022.</p>

Identify the Remedy
<p>Describe the defect/noncompliance remedy program, including the manufacturer's plan for reimbursement. The manufacturer will utilize the Engine Stop/Start control at both upper control stations as an Emergency Stop. If the machine isn't already equipped with Engine Stop/Start controls at both control stations, the required components will be added and Emergency Stop placards placed at the Engine Stop/Start controls at both upper control stations. This work will be done at no cost to the owner and take 3 hours to complete.</p> <p>Describe what distinguishes the remedy component from the recalled component. The remedied machine will have Emergency Stop placards at the Engine Stop/Start control at both upper control stations.</p> <p>Identify and describe how and when the recall condition was corrected in production. For production units the hydraulic plumbing was changed so that when the Emergency Stop control was activated the upper controls are inactive from both control stations until the Emergency Stop is reset. This change went into effect December 1, 2021. The Operator's Manual will continue to list the Engine Stop/Start as a stop method.</p>

Identify the Recall Schedule

Describe the recall schedule for notifications.: Dealer notification will begin by March 23rd. Owners will be notified by April 13th of alternate methods of stopping machine movement in case of an emergency. Emergency STOP placards for installation at the Engine Stop/Start controls and instructions for installation will be provided with the owner notification. For machines requiring an Engine Stop/Start control to be added, parts will be provided to repair when available.	Planned Dealer Notification Begin Date: 03/23/2022 Planned Dealer Notification End Date: Planned Owner Notification Begin Date: 04/13/2022 Planned Owner Notification End Date:
Manufacturer's identification code for this recall (if applicable):	SN708
Please be reminded that owner notification letters must be mailed no more than 60 days from submission of this report.	

Manufacturer Comments to NHTSA Staff
There have not been any field complaints or incidents reported to the manufacturer regarding the functionality of the Emergency Stop.

Document Upload
There are 0 documents associated with this report.