

Vehicle Report

Transaction ID: 22-0010369-27536-10 (Original Report)

Required fields indicated with *

Your report has been submitted. Your Transaction No. is 22-0010369-27536-10.

Manufacturer: Terex South Dakota, Inc.

500 Oakwood Road
Watertown SD 57201

[Craig Ries](#)
6058825613,

This is a Safety Defect Report.

Vehicle Information

Terex XT Pro 2020 - 2022

* Model Yr. Start: 2020

* Model Yr. End: 2022

Type: LOW VOLUME VEHICLES

* Make: Terex

Body Style:

* Model: XT Pro

Powertrain:

Production Dates
Begin: 10/01/2020
End: 03/27/2022

Descriptive Information:

Terex model XT Pro aerial devices may not have had all pivot points lubricated at the time of assembly. The recall population includes all XT Pro aerial models built from October 1, 2020 to March 27, 2022. At 6 months of use, the aerial device is due for lubrication.

VIN Range(s): Begin: End:

Number potentially involved: 1359 Estimated percentage of involved with defect: 5%

Defect / Noncompliance Description

For this Defect/Noncompliance:

* Describe the defect or noncompliance:

Pivot points on the machine may not have been lubricated at the time of assembly.

If a noncompliance, provide the applicable FMVSS:

If applicable, provide any further FMVSS affected:

Describe the cause:

Pivot pins may not have been lubricated during the assembly process.

* Describe the safety risk:

Lack of lubrication may seize pins which may break the pin retainers. Failure of the pin retainers may cause the pin to become disconnected causing the boom to fall, resulting in serious injury.

Identify any warning which can precede or occur:

Operator is to conduct a daily inspection of all pins and pin retainers for damaged or missing components per the inspection requirements in the maintenance manual.

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 is unknown, information is for our supplier

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

Provide the chronology of events leading up to the defect decision or test data for the noncompliance decision.:

The first report of an issue was February 18, 2022. A machine with approximately 6 weeks of use had the lower boom cylinder disconnect from the turntable causing the booms and operator in the platform to fall. There were no reported injuries but the machine was damaged. An inspection of the machine was conducted and the investigation into the root cause began. On March 25, 2022 a second report was received of the lower boom cylinder disconnecting from the turntable causing the booms and operator in the platform to fall. There were reported injuries and damage to the machine. The initial investigation of both machines indicated a lack of lubricant for the lower boom cylinder spherical bearing and retainment pin. The decision to recall was made on 3/29/2022. The time range of 1.5 years was chosen to include units that may be at Dealers and Installers that have yet to be put into service. Owners are required to lubricate the machine every 6 months after it is put into service. The two reported failures occurred within 6 months of the machine being put into service.

Identify the Remedy

Describe the defect/noncompliance remedy program, including the manufacturer's plan for reimbursement.

The machine is to be inspected at all pivot points for indications of lubrication and for damaged or missing components, including all pins, pin retainers, and fasteners. The machine is then to be lubricated following the lubrication instructions on the machine and in the maintenance manual. Terex will reimburse 1 hour to lubricate the machine if the machine has less than 6 months of service. At 6 months, it is the owner's responsibility to lubricate the machine per the maintenance schedule of the machine.

Describe what distinguishes the remedy component from the recalled component.

None visible

Identify and describe how and when the recall condition was corrected in production.

In addition to the machine testers checking for machine lubrication, a check was added for the quality inspectors to verify lubrication on each machine in May of 2021. This check was added after a process audit revealed an absence of redundant checks for the lubrication process.

Identify the Recall Schedule

Describe the recall schedule for notifications.:

Dealer notification will begin by April 8, 2022. Owners will be notified by April 29, 2022 of the inspection and lubrication requirements.

Planned Dealer Notification Begin Date:

04/08/2022

Planned Dealer Notification End Date:

Planned Owner Notification Begin Date:

04/29/2022

Planned Owner Notification End Date:

Manufacturer's identification code for this recall (if applicable):

SN710

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

Document Upload

There are 0 documents associated with this report.

Terex Utilities**SAFETY NOTICE****SN710****DATE:** 4/6/2022**REVISED:****TO:** Owners, Users, Dealers, and Installers**MODELS AFFECTED:** XT Pro**SUBJECT:** Pivot Pin Lubrication**Issue:**

Terex model XT Pro aerial devices, produced from October 2020 through March 2022, may not have received the required initial lubrication for all pivot pins. Lack of lubrication may result in seized pins which may break the pin retainers. **Failure of the pin retainers may cause the pin to become disconnected causing the boom to fall resulting in serious injury.**

Action:**What the Owner Must Do:**

The owner must inspect their equipment and correct if required.

1. Immediately inform all users, operators, and supervisors of the content of this bulletin.
2. Immediately inspect all pivot points for indications of lubrication, refer to Figures 1 through 3, and for any damaged components, including all pins, pin retainers, and fasteners.

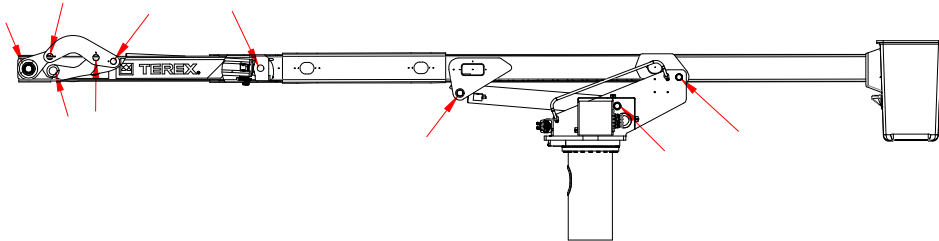


Figure 1. Areas of Machine to Inspect for Lubrication

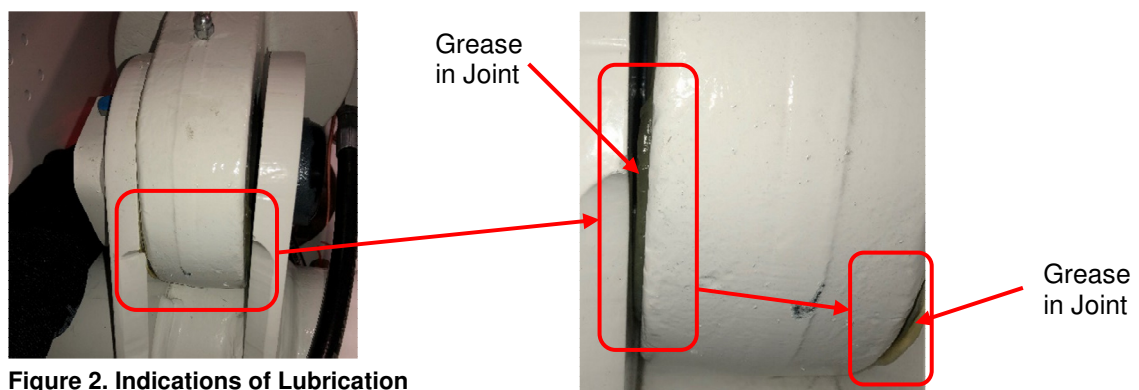


Figure 2. Indications of Lubrication

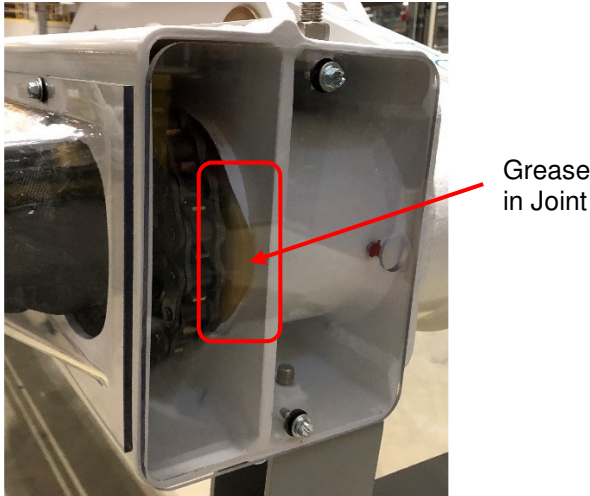


Figure 3. Indications of Lubrication

3. If pins are seized or the pin retaining components are damaged, do not use the machine until repaired. Contact the Terex Technical Support department by calling 1-844-837-3948 or by emailing utilities.service@terex.com for further inspection requirements.
4. If no issues are found during the inspection, lubricate the machine per the lubrication chart on the machine or in the machine's manuals.
5. After completing the inspection and lubrication, complete the enclosed Completion Form and return to Terex using one of the contact methods listed in this bulletin.
6. Always follow the daily pre-shift inspection, periodic inspection, and maintenance requirements as specified in the manuals.

AS A REMINDER, IT IS THE OWNER'S RESPONSIBILITY TO LUBRICATE THE PIVOT PINS AT 6-MONTH INTERVALS PER THE MANUALS.

Continued Use:

The following are requirements for continued use of affected machines:

1. Inform all users, operators, and supervisors to daily inspect all pivot points and pin retainers for indications of seized pins and damaged components.
2. Lubricate the unit. See statement 4 in the Action section above.
3. Always follow the daily pre-shift inspection, periodic inspection, and maintenance requirements as specified in the manuals.

What Terex will Do:

Terex will reimburse 1 hour to have the machine lubricated if the machine has been in service for less than 6 months. If the machine has been in service for over 6 months, it is the owner's responsibility to lubricate the machine at 6-month intervals. Inspection and lubrication can be completed by the owner, Terex, or a Terex authorized dealer. It is the owner's responsibility to follow the lubrication requirements on the lubrication chart or in the manuals every 6 months or 1,000 hours of service, whichever comes first.

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 inspection and lubrication within 10 days of receiving this bulletin if desiring Terex to complete the 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. Affected units, as shown on the owner letter, will have the lubrication performed at no charge to the owner if the machine has been in service for less than 6 months. If the owner contacts you call TEREX Utilities Warranty Department at 1-844-837-3948 for further instructions.

Labor allowance is 1 hour for machines with less than 6 months of service. Only XT Pro models are involved.

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) require 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>



Bulletin Type – CB710

Completion Form

Pivot Pin Lubrication

TO AVOID DELAYS IN PROCESSING – PLEASE PRINT LEGIBLY

UNIT INFORMATION (*REQUIRED) CHECK if new owner

Customer Truck # _____

*Owner Name: _____

Owner Phone Number: _____

*Address req'd if new owner _____

*Truck VIN # _____

*Unit Serial Number: _____ (10 digits)

SERVICE PERFORMED BY (*REQUIRED)

* Date of Repair / Inspection _____

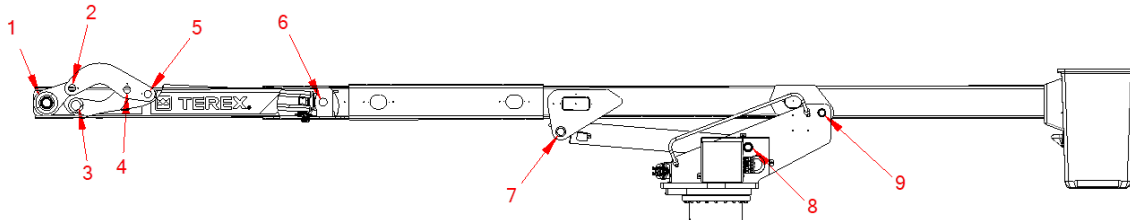
* Service Technician (ST) completing work: _____

* ST Company Name: _____ ST Location: _____

ST Contact Number: _____

*** CHECK TO VERIFY COMPLETION:**

Inspected all pivot points for indications of lubrication and for any damaged components, including all pins, pin retainers, and fasteners. If damage is found, consult the Terex Technical Support at 1-844-837-3948 for further instructions, and remove the machine from service until corrected.



Circle any of the above numbers which do not show signs of lubrication.

Lubricate the machine per the maintenance manual or lubrication chart.

* Note: Up to one hour of compensation will be allowed for units that were not lubricated at the time of assembly. There's no compensation for travel for the initial inspection and lubrication.

Work Order: _____

Comments: _____

EMAIL THIS COMPLETED FORM TO TEREX UTILITIES WARRANTY DEPT. AT utilities.warranty@terex.com