

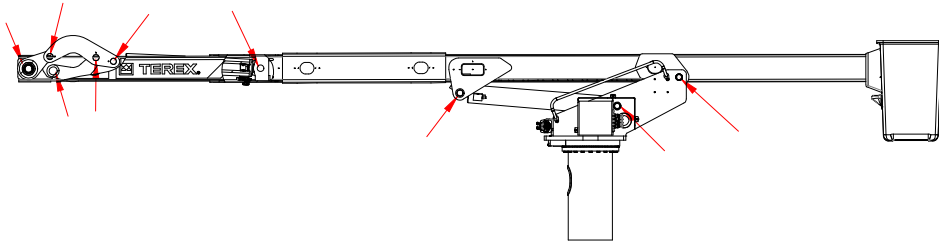
**Terex Utilities****SAFETY NOTICE****SN710****DATE:** 4/6/2022**REVISED:****TO:** Owners, Users, Dealers, and Installers**MODELS AFFECTED:** XT Pro**SUBJECT:** Pivot Pin Lubrication**Issue:**

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.**

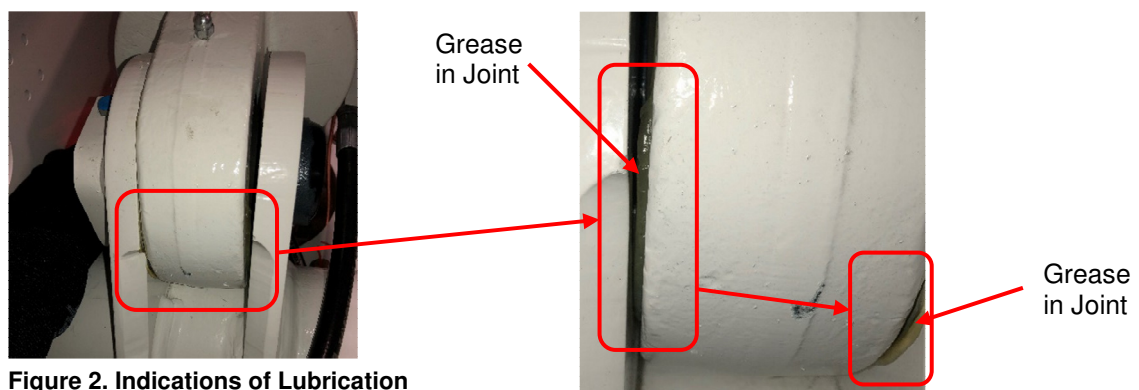
**Action:****What the Owner Must Do:**

The owner must inspect their equipment and correct if required.

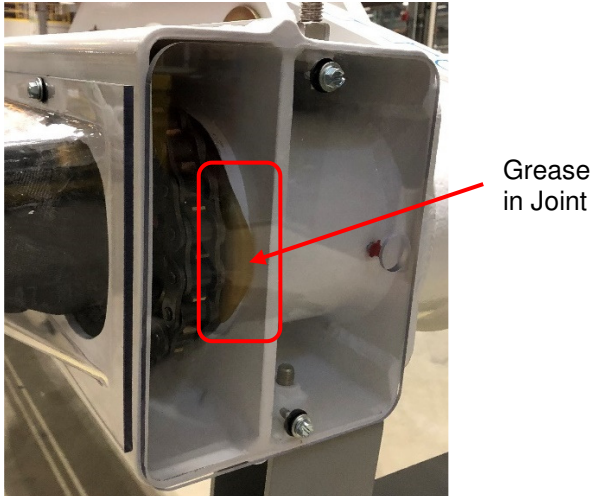
1. Immediately inform all users, operators, and supervisors of the content of this bulletin.
2. Immediately inspect all pivot points for indications of lubrication, refer to Figures 1 through 3, and for any damaged components, including all pins, pin retainers, and fasteners.



**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](mailto: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](http://terexutilities.com), call Terex Utilities Warranty Department at 1-844-837-3948 or by email at [utilities.warranty@terex.com](mailto: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](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.

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 – SN710

## 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 \_\_\_\_\_

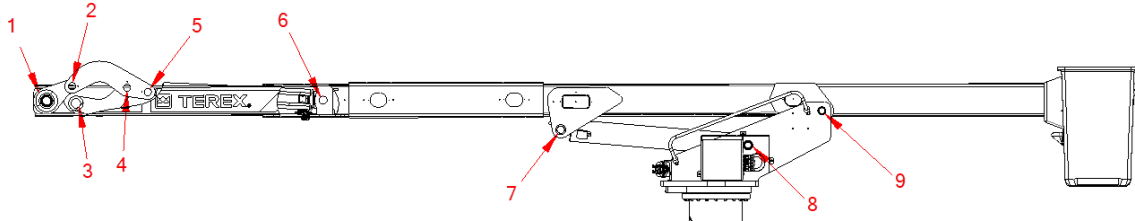
\* Service Technician (ST) completing work: \_\_\_\_\_

\* 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 have not reached their first lubrication cycle, or 6 months from the in-service date. 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](mailto:utilities.warranty@terex.com)