



August 1, 2022

'owner'

'address1'

'city', 'state' 'zip'

### **IMPORTANT SAFETY RECALL 22V-213**

#### **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**

Bulletin SN710 is for 2020-2022 Terex model XT Pro aerial devices, produced from October 2020 through March 2022, that 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.

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

Terex recommends that the unit be brought to a Terex authorized service center for inspection of the pivot pins for indications of lubrication. Terex will reimburse 1 hour to inspect and lubricate the pivot pins, if necessary. 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.

#### **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 the figures in the bulletin, and for any damaged components, including all pins, pin retainers, and fasteners.
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 pivot points if necessary, 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.

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

**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 per the maintenance schedule on the lubrication chart on the machine or in the machine's manuals.
3. Always follow the daily pre-shift inspection, periodic inspection, and maintenance requirements as specified in the manuals.

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 1-844-837-3948.

**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 SN710.

Model	Serial Number
'model'	'Serial number'



# TEREX®

Terex Utilities

## SAFETY NOTICE

## SN710A

DATE: 4/6/2022

REVISED: 4/21/2022

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.

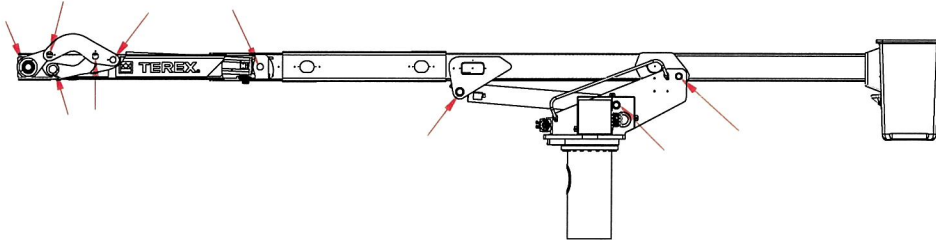


Figure 1. Areas of Machine to Inspect for Lubrication

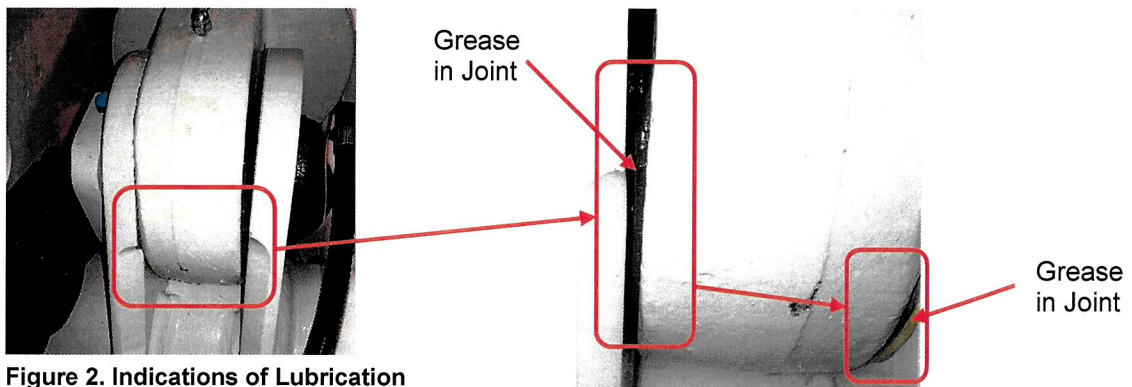
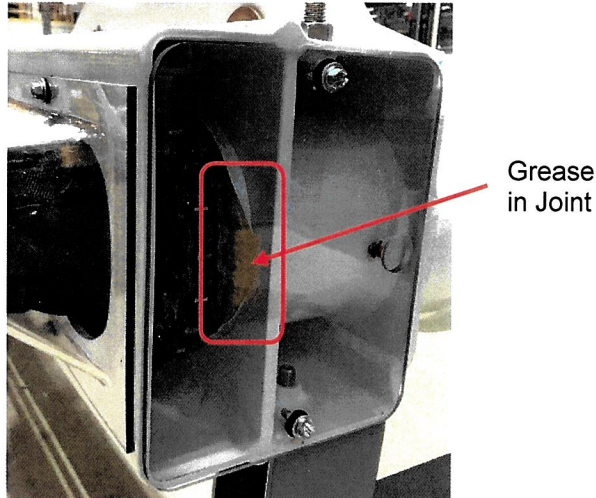


Figure 2. Indications of Lubrication



**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 pivot points if necessary, 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 per the maintenance schedule on the lubrication chart on the machine or in the machine's manuals.
3. Always follow the daily pre-shift inspection, periodic inspection, and maintenance requirements as specified in the manuals.

### **What Terex will Do:**

Terex recommends that the unit be brought to a Terex authorized service center for inspection of the pivot pins for indications of lubrication. Terex will reimburse 1 hour to inspect and lubricate the pivot pins, if necessary. 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 inspection and lubrication of pivot points performed at no charge to the owner. If the owner contacts you call TEREX Utilities Warranty Department at 1-844-837-3948 for further instructions.

Labor allowance is 1 hour to inspect and lubricate the pivot points. 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 \_\_\_\_\_

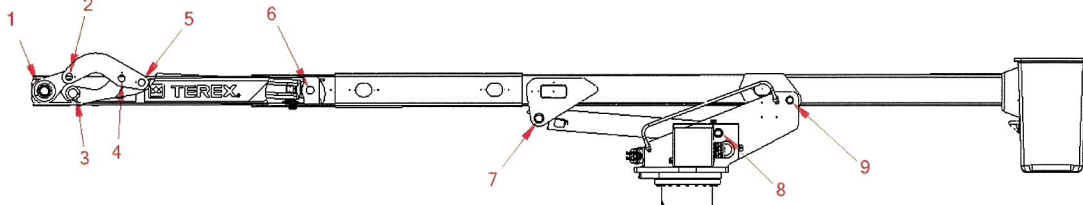
\* Service Technician (ST) completing work: \_\_\_\_\_

\* 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.

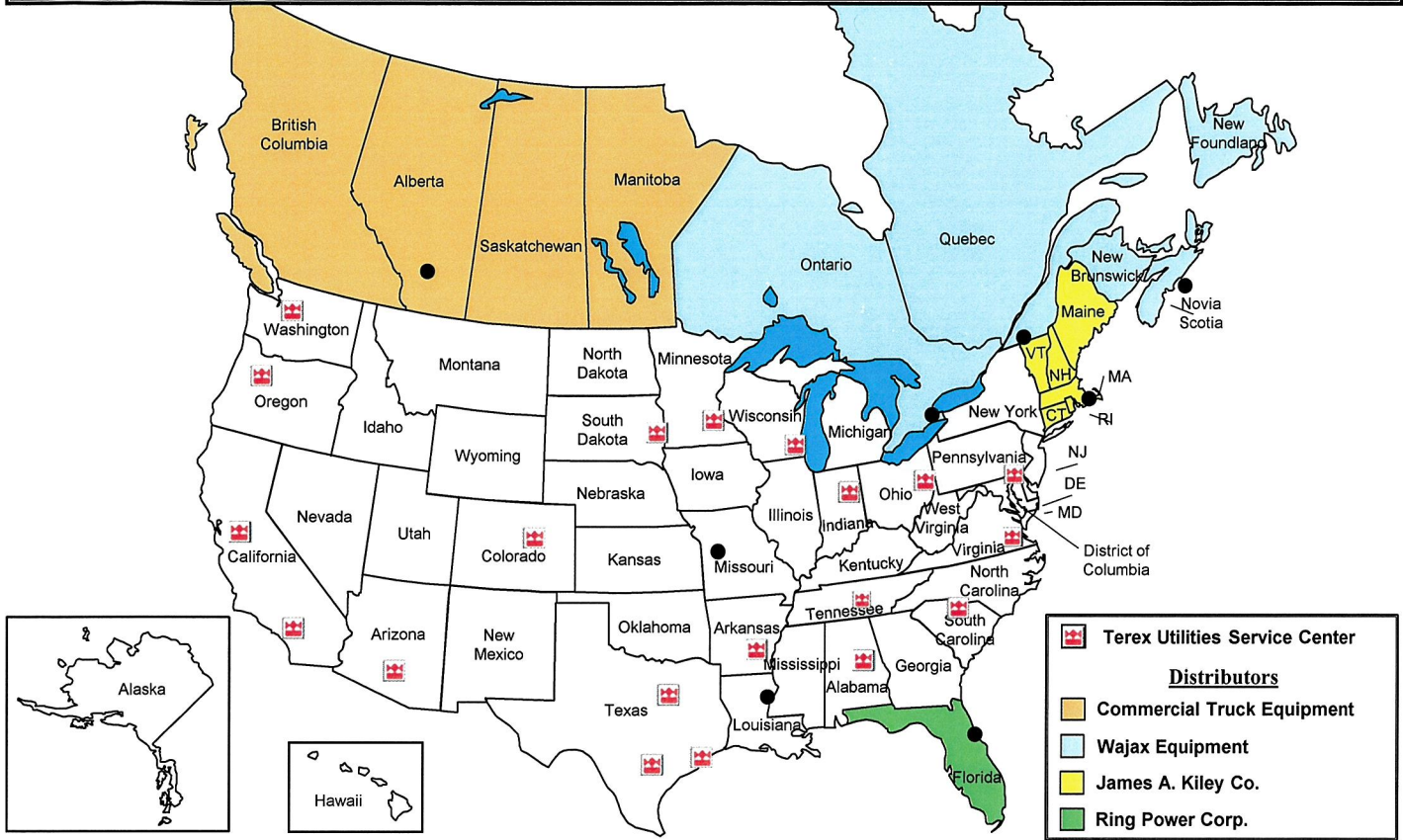
\* Note: Up to one hour of compensation will be allowed for units that were not lubricated at the time of assembly. There's no compensation for travel for the initial inspection and lubrication.

**Work Order:** \_\_\_\_\_

**Comments:** \_\_\_\_\_

EMAIL THIS COMPLETED FORM TO TEREX UTILITIES WARRANTY DEPT. AT [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com)

# Terex Utilities Service Network



Terex Utilities Service Center




**Distributors**

- Commercial Truck Equipment
- Wajax Equipment
- James A. Kiley Co.
- Ring Power Corp.

<b>Terex Utilities</b>		
<b>Seattle</b> <b>206.764.5025</b>	<b>Houston</b> <b>346.261.3200</b>	<b>Medina</b> <b>330.722.6900</b>
7829 South 2016 <sup>th</sup> Street Kent, WA 98032	6610 Thompson Rd Baytown, TX 77521	1175 Industrial Parkway Medina, OH 44256
<b>Portland</b> <b>503.620.0611</b>	<b>North Little Rock</b> <b>501.945.6100</b>	<b>Bourbon</b> <b>574.342.0086</b>
12805 SW 77 <sup>th</sup> Place Tigard, OR 97223	309 Dixie Street North Little Rock, AR 72114	4470 Lincoln Hwy West Bourbon, IN 46504
<b>Stockton</b> <b>209.242.7104</b>	<b>Birmingham</b> <b>205.841.6411</b>	<b>Waukesha</b> <b>262.547.8500</b>
2610 Lycoming Street Stockton, CA 95206	4120 Lewisburg Rd Birmingham, AL 35207	N4W22610 Bluemound Rd Waukesha, WI 53186
<b>Fontana</b> <b>909.565.1234</b>	<b>White House</b> <b>615.672.4911</b>	<b>Shakopee</b> <b>952.445.1555</b>
8594 Cherry Avenue Fontana, CA 92335	200 Edenway Dr White House, TN 37189	12565 Hwy 41 Frontage Rd Shakopee, MN 55379
<b>Phoenix</b> <b>602.256.0162</b>	<b>Charlotte</b> <b>704.654.3903</b>	<b>Watertown</b> <b>605.882.3004</b>
4920 W. Magnolia Street Phoenix, AZ 85043	11945 Goodrich Drive Charlotte, NC 28273	1901 14 <sup>th</sup> Avenue NW Watertown, SD 57201
<b>Fort Worth</b> <b>817.698.8005</b>	<b>Glen Allen</b> <b>804.752.2811</b>	<b>Denver</b> <b>303.202.0304</b>
3155 S. Burlson Blvd. Burlson, TX 76028	11072 Washington Hwy Glen Allen, VA 23059	6295 E. 56 <sup>th</sup> Avenue Commerce City, CO 80022
<b>San Antonio</b> <b>210.476.7777</b>	<b>Lancaster</b> <b>717.650.1044</b>	<b>Field Service</b> <b>800.292.1931</b>
142 Gemblor Rd San Antonio, TX 78219	180 N. Donnerville Rd, Suite B Mountville, PA 17554	

<b>Distributors</b>	
<b>Commercial Truck</b>	<b>877.915.9140</b>
11199 48 St SE Calgary, AB T2C 5H4, Canada	
<b>Wajax Equipment</b>	<b>519.893.2942</b>
815 Trillium Drive Kitchener, ON N2R 1J9, Canada	
<b>Wajax Equipment</b>	<b>450.682.3737</b>
2000 Rue John-Molson Laval, Quebec H7T 0H4, Canada	
<b>Wajax Equipment</b>	<b>902.468.7352</b>
151 Thornhill Drive Dartmouth, NS B3B 1S2, Canada	
<b>James A. Kiley Co.</b>	<b>617.776.0344</b>
15 Linwood Street Somerville, MA 02143-2188	
<b>Ring Power Co.</b>	<b>904.737.7730</b>
500 World Commerce Pkwy St. Augustine, FL 32092	
<b>Custom Truck</b>	<b>833.281.7911</b>
<b>Scott Powerline</b>	<b>877.388.9269</b>

Sample of window envelope, address shows through window.

 <b>TEREX</b> <i>Utilities</i> 3140 15 <sup>th</sup> Avenue SE 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> 3140 15 <sup>th</sup> Avenue SE 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>		