



April 13, 2023

'owner'

'address1'

'city', 'state' 'zip'

IMPORTANT SAFETY RECALL 22V-674

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 SN712 is for 2019-2022 Terex model TL80, TL80/112, and TL100 aerial devices, produced from March 2019 through August 2022, that may have the welds for the boom tip leveling cylinder support boss fail. Once the welds fail, the cylinder base pin may flex repeatedly until it cracks, and it may fail. Failure of the cylinder base pin may result in the platform tipping, causing the platform occupants to fall resulting in injury.

WHAT TEREX WILL DO

Terex will provide for all TL80, TL80/112, and TL100 machines Field Service Kit Z1665, parts and six (6) hours labor, at no cost to the customer. Field Service Kit Z1665 will add reinforcement plates to the boom tip leveling cylinder bosses inside the upper boom. For all TL80/112 machines, Terex will also provide Field Service Kit Z1666, parts and two (2) hours labor, at no cost to the customer. Field Service Kit Z1666 will add a ratcheting tie down for the hydraulic elevator at the base of the machine. Field Service Kits Z1665 and Z1666 (TL80/112 only) will be provided to the nearest Terex Utilities dealer or Field Service Technician for installation on your unit.

Contact Terex Utilities; through your nearest TEREX Utilities dealer as shown on the website, terexutilities.com, call Terex Utilities Warranty Department at 1-844-837-3948 or by email at utilities.warranty@terex.com to arrange for repair. For TL80/112 models, contact Terex Utilities within 10 days of receiving this bulletin to schedule the installation of Field Service Kits Z1665 and Z1666. For TL80 and TL100 models, contact Terex Utilities at the next scheduled maintenance interval for the installation of Field Service Kit Z1665. 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. Inspect for cracks of the boom tip leveling cylinder boss to boom welds, using Figure 1 as reference.
 - a. If the welds are not cracked, see the Continued Use section in this bulletin.
 - b. If the welds are cracked, do not use the machine until Field Service Kits Z1665 and Z1666 (TL80/112 only) are installed.

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

CONTINUED USE

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

1. Visually inspect the boom tip leveling cylinder boss welds daily before use until Field Service Kits Z1665 and Z1666 (TL80/112 only) are installed.
 - a. If the welds are not cracked, machine use can continue until Field Service Kits Z1665 and Z1666 (TL80/112 only) are installed.
 - b. If the welds are cracked, do not use machine until Field Service Kits Z1665 and Z1666 (TL80/112 only) are installed.
2. Contact Terex Utilities using the contact information in this bulletin to arrange repair using the following guidelines:
 - a. For TL80/112 models, contact Terex Utilities within 10 days of receiving this bulletin to schedule the installation of Field Service Kits Z1665 and Z1666.
 - b. For TL80 and TL100 models, contact Terex Utilities at the next scheduled maintenance interval for the installation of Field Service Kit Z1665.
3. Always follow 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. 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 SN712.

Model	Serial Number
'model'	'Serial number'



Terex Utilities

SAFETY NOTICE

SN712

DATE: 9/20/2022

REVISED:

TO: Owners, Users, Dealers, and Installers

MODELS AFFECTED: TL80, TL80/112, TL100

SUBJECT: Boom Tip Leveling Cylinder Support Boss Weld

Issue:

Terex model TL80, TL80/112, and TL100 aerial devices, produced from March 2019 through August 2022, may have the welds for the boom tip leveling cylinder support boss fail. Once the welds fail, the cylinder base pin may flex repeatedly until it cracks, and it may fail. **Failure of the cylinder base pin may result in the platform tipping, causing the platform occupants to fall resulting in 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. Inspect for cracks of the boom tip leveling cylinder boss to boom welds, using Figure 1 as reference.
 - a. If the welds are not cracked, see the Continued Use section in this bulletin.
 - b. If the welds are cracked, do not use the machine until Field Service Kits Z1665 and Z1666 (TL80/112 only) are installed.

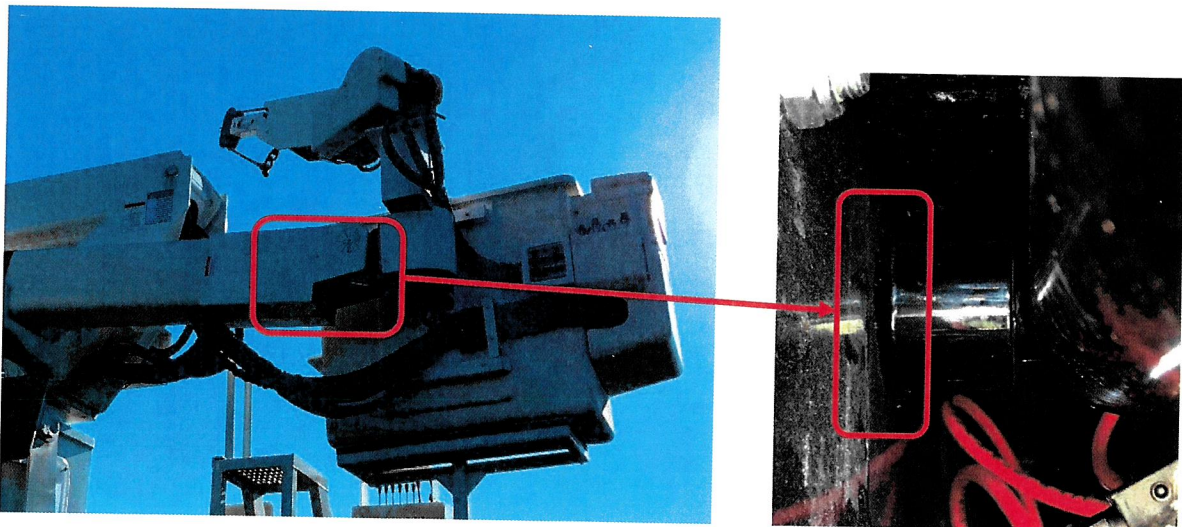


Figure 1. Welds to Inspect, Both Sides of Leveling Cylinder

Continued Use:

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

1. Visually inspect the boom tip leveling cylinder boss welds daily before use until Field Service Kits Z1665 and Z1666 (TL80/112 only) are installed.
 - a. If the welds are not cracked, machine use can continue until Field Service Kits Z1665 and Z1666 (TL80/112 only) are installed.
 - b. If the welds are cracked, do not use machine until Field Service Kits Z1665 and Z1666 (TL80/112 only) are installed.
2. Contact Terex Utilities using the contact information in this bulletin to arrange repair using the following guidelines:
 - a. For TL80/112 models, contact Terex Utilities within 10 days of receiving this bulletin to schedule the installation of Field Service Kits Z1665 and Z1666.
 - b. For TL80 and TL100 models, contact Terex Utilities at the next scheduled maintenance interval for the installation of Field Service Kit Z1665.
3. Always follow inspection and maintenance requirements as specified in the manuals.

What Terex will Do:

Terex will provide for all TL80, TL80/112, and TL100 machines Field Service Kit Z1665, parts and six (6) hours labor, at no cost to the customer. Field Service Kit Z1665 will add reinforcement plates to the boom tip leveling cylinder bosses inside the upper boom. For all TL80/112 machines, Terex will also provide Field Service Kit Z1666, parts and two (2) hours labor, at no cost to the customer. Field Service Kit Z1666 will add a ratcheting tie down for the hydraulic elevator at the base of the machine.

Contact Terex Utilities; through your nearest TEREX Utilities dealer as shown on the website, terexutilities.com, call Terex Utilities Warranty Department at 1-844-837-3948 or by email at utilities.warranty@terex.com to arrange for repair. For TL80/112 models, contact Terex Utilities within 10 days of receiving this bulletin to schedule the installation of Field Service Kits Z1665 and Z1666. For TL80 and TL100 models, contact Terex Utilities at the next scheduled maintenance interval for the installation of Field Service Kit Z1665. 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.

Field Service Kits Z1665 and Z1666 (TL80/112 only) will be provided to the nearest Terex Utilities dealer or Field Service Technician for installation on your unit.

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. Labor allowance for Field Service Kit Z1665 is six (6) hours and for Field Service Kit Z1666 is two (2) hours.

Only TL80, TL80/112, and TL100 models are involved. Field Service Kit Z1665 will apply to the TL80, TL80/112, and TL100 models. Field Service Kit Z1666 only applies to the TL80/112 model. 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.

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

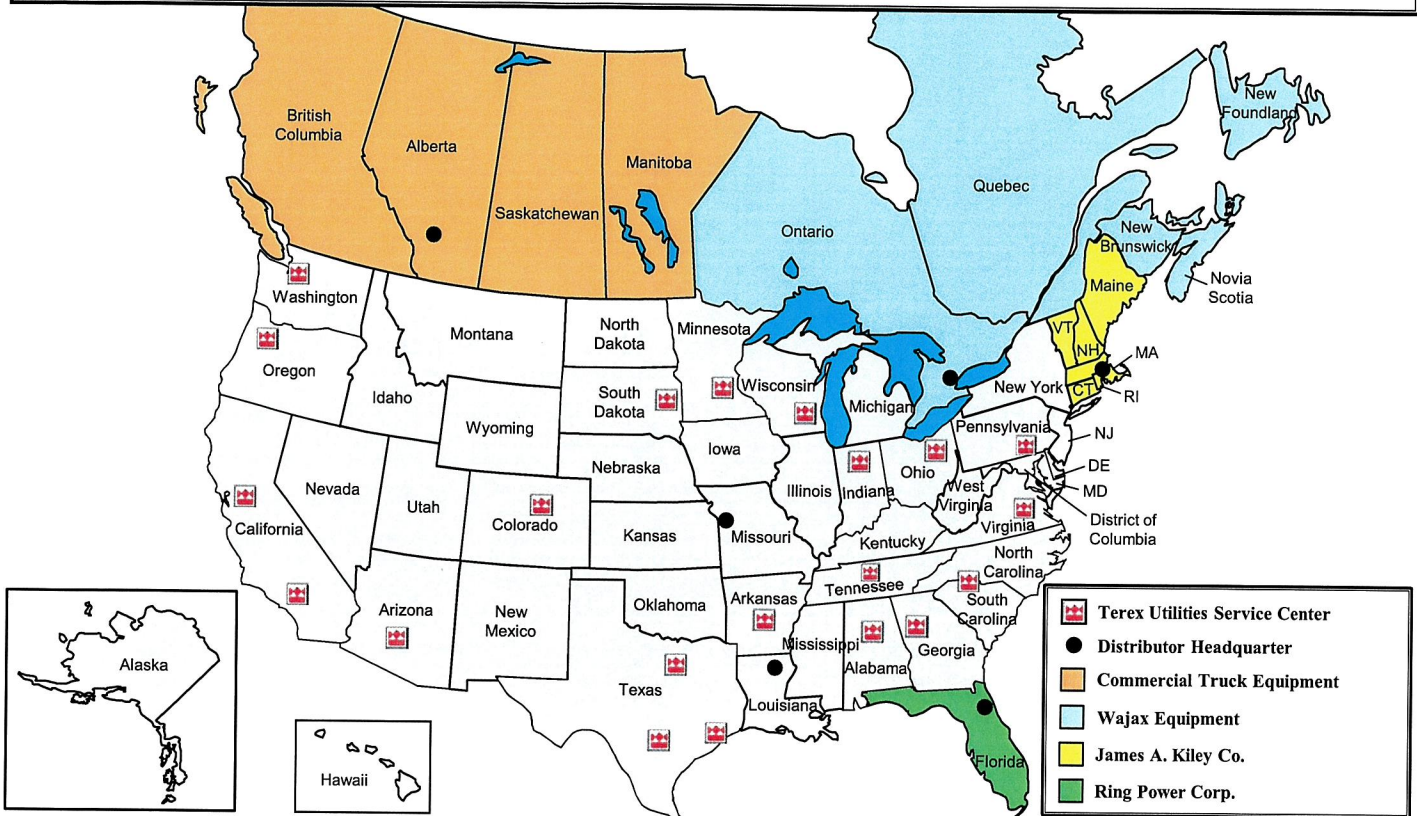
Or call the toll-free DOT auto Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153; or go to <http://www.safercar.gov> .)

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>

Terex Utilities Service Network



- Terex Utilities Service Center
- Distributor Headquarter
- Commercial Truck Equipment
- Wajax Equipment
- James A. Kiley Co.
- Ring Power Corp.




Terex Utilities

Seattle 206.764.5025 7829 South 2016 th Street Kent, WA 98032	Houston 346.261.3200 6610 Thompson Rd Baytown, TX 77521	Medina 330.722.6900 1175 Industrial Parkway Medina, OH 44256
Portland 503.620.0611 12805 SW 77 th Place Tigard, OR 97223	N. Little Rock 501.945.6100 309 Dixie Street North Little Rock, AR 72114	Bourbon 574.342.0086 4470 Lincoln Hwy West Bourbon, IN 46504
Stockton 209.242.7104 2610 Lycoming Street Stockton, CA 95206	Birmingham 205.841.6411 4120 Lewisburg Rd Birmingham, AL 35207	Waukesha 262.547.8500 N4W22610 Bluemound Rd Waukesha, WI 53186
Fontana 909.565.1234 8594 Cherry Avenue Fontana, CA 92335	White House 615.672.4911 200 Edenway Dr White House, TN 37189	Shakopee 952.445.1555 12565 Hwy 41 Frontage Rd Shakopee, MN 55379
Phoenix 602.256.0162 4920 W. Magnolia Street Phoenix, AZ 85043	Charlotte 704.654.3903 11945 Goodrich Drive Charlotte, NC 28273	Watertown 605.882.3004 1901 14 th Avenue NW Watertown, SD 57201
Fort Worth 817.698.8005 3155 S. Burlison Blvd. Burlison, TX 76028	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
San Antonio 210.476.7777 142 Gembler Rd San Antonio, TX 78219	Lancaster 717.650.1044 180 N. Donnerville Rd, Suite B Mountville, PA 17554	Atlanta 470.291.1133 1400 Oakley Industrial Blvd Fairburn, GA 30213
Field Service 800.292.1931		




Distributors

Commercial Truck 877.915.9140 11199 48 St SE Calgary, AB T2C 5H4, Canada
Wajax Equipment 519.893.2942 2250 Argentia Rd Mississauga, ON L5N 6A5, 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
Scott Powerline 877.388.9269 3018 Harvester Drive Monroe, LA 71201
Custom Truck 833.281.7911 7701 Independence Ave Kansas City, MO 64125

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		
<p>"Customer's Name" "Address" "City", "State" "Zip Code"</p>		

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		
<p>"Customer's Name" "Address" "City", "State" "Zip Code"</p>		