

Terex Utilities**SAFETY NOTICE****SN723****DATE:** 10/12/2023**REVISED:****TO:** Owners, Users, Dealers, and Installers**MODELS AFFECTED:** TL48 Aerial Devices**SUBJECT:** Pedestal Mounting Bolts**Issue:**

Terex model TL48 aerial devices, produced from October 2021 through May 2023, may have pedestal to sub-base mounting bolts that will loosen. The loosening of the mounting bolts may cause the bolts to fail. **Failure of the mounting bolts could cause the boom to fall which could result in injury or death.**

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 pedestal to sub-base mounting bolts must be inspected before further use. Cover plates at the base of the pedestal may need to be removed to inspect the bolts, refer to Figure 1.



Figure 1. Area of unit to inspect pedestal to sub-base mounting bolts

2. Inspect the head markings of the bolts to determine if they are grade 5 or grade 8 using Figures 2 and 3 below.



Figure 2. Typical Grade 5 bolt head marking

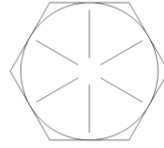


Figure 3. Typical Grade 8 bolt head marking

3. Inspect to determine if the pedestal to sub-base mounting bolts are loose.
 - a. The inspection involves a torque check on all pedestal to sub-base mounting bolts using a calibrated torque wrench.
 - b. Any loose pedestal to sub-base mounting bolts are to be retorqued using a calibrated torque wrench. Grade 5 bolts are to be retorqued to 300 ft-lbs and grade 8 bolts to 460 ft-lbs.
 - c. After retorquing all pedestal to sub-base mounting bolts, apply torque striping across the bolt head and washer to the bolting plate to aid in further visual inspections.
 - d. Store the pedestal base cover plates and mounting hardware in a secure location, such as a body compartment, until Field Service Kit Z1702 is installed. Inform users and operators that the opening in the body floor around the pedestal may be a trip hazard until the cover plates can be reinstalled.
4. After retorquing all pedestal to sub-base mounting bolts, the unit can be used following the instructions in the continued use section below as well as all operator, maintenance, and inspection requirements as specified in the manuals.

Continued Use:

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

1. Inspect the pedestal to sub-base mounting bolt torque strip weekly until Field Service Kit Z1702 is installed.
 - a. If the torque stripe is intact and/or the washers do not move on all pedestal to sub-base mounting bolts, machine use can continue until Field Service Kit Z1702 is installed, following all operator, maintenance, and inspection requirements as specified in the manuals and this bulletin.
 - b. If the torque stripe is broken or the washer is loose on any of the pedestal to sub-base mounting bolts, retorque a grade 5 bolt to 300 ft-lbs and retorque a grade 8 bolt to 460 ft-lbs with a calibrated torque wrench. After retorquing any required bolts, machine use can continue following the weekly visual inspection and retorquing requirements as needed until Field Service Kit Z1702 is installed.



Figure 4. Broken torque striping

2. Every 30 days after the initial torque check (Step 3 of the Action), perform a torque check on all rotation bearing bolts following the same procedure as in Step 3 of the Action.
3. Continue with the weekly visual inspection of the rotation bearing bolts and 30-day torque checks until Field Service Kit Z1702 is installed.
4. Within 10 days of receiving this bulletin 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 repair.

5. Always follow all operator, inspection, and maintenance requirements as specified in the manuals.

What Terex will Do:

Terex will provide Field Service Kit Z1702, parts and labor, at no cost to the customer. The Field Service Kit Z1702 provides replacement pedestal to sub-base mounting bolts and washers.

Locate your nearest Terex Utilities Service Center by visiting our website at www.terexutilities.com and select the Service tab. To schedule repairs with Terex Utilities Field Service, call 1-844-837-3948. The Terex Utilities Warranty Department can also be reached at 1-844-837-3948 or by email at utilities.warranty@terex.com. Repairs can also be coordinated through our Dealer Service network as noted on the map included with this mailing.

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 affected units are in your area the customer may contact you to arrange the repairs. Inform owner it will take approximately one (1) hour to complete the repair.

Only TL48 aerial device models produced from October 2021 to May 2023 are involved. Machines repaired in bulletin SN719 are not included. 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>