



TEREX

Utilities

CAMPAIGN BULLETIN

05-586-09

DATE: 5/??/09

REVISED:

TO: Owners, Users, Dealers, and Installers

Models Affected: HR37 & HR40 Aerials

SUBJECT: *Rod Weldment of 437250D Main Lift Cylinder*

Hours: 4.0

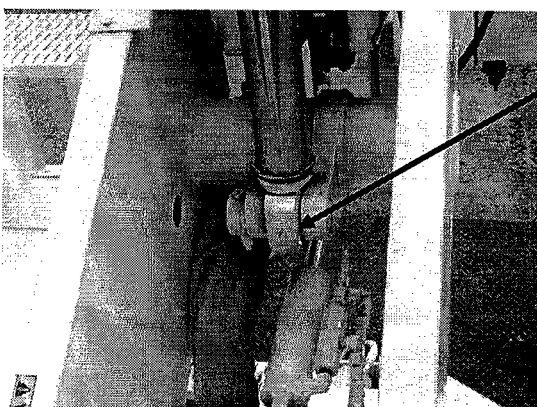
Issue:

Terex Utilities has determined that material supplied for the lower boom lift cylinder rod eye on certain 437250 cylinders is not to specification and can fail. The supplier involved provided rod eye material used on HR37 or HR40 units built between 6/21/1999 through 1/30/2001.

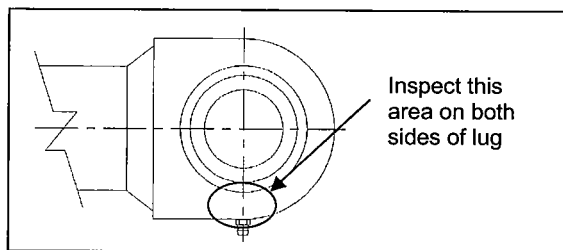
If the cylinder rod eye fails the boom and platform will fall.

Action:

The owner or user must immediately perform a visual inspection of the cylinder rod eye in the area of the grease zerk. Clean off the dirt and grease to determine if a crack is evident near the ball bushing. If there are any indications of a crack remove the unit from service and contact Terex Utilities at 605-884-3892. If no cracks are detected contact the nearest Terex Utilities dealer to arrange replacement of the cylinder rod within 45 days. You may continue to use the unit if you inspect the rod eye daily to determine that no cracks are present.



Inspect Lift cylinder rod end in this area on both sides. Clean off dirt and grease to see side of lug down to the bushing bore.



**FAILURE TO COMPLETE THIS BULLETIN MAY RESULT IN
DEATH OR SERIOUS INJURY.**

Dealers and Installers: A letter is being sent to owners of affected units. You will receive a list of affected units in your area.

Only HR37M and HR40M models built from June 21, 1999 thru January 30, 2001 with Simon Telelect or Terex Telelect ID plates on the lower boom lift cylinder part number 437250D are involved.

The involved cylinder date codes shown on the cylinder ID plate are:

FGG, GGG, HGG, JGG, KGG, LGG, MGG

AHH, BHH, CHH, DHH, EHH, KHH, LHH

HLL

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. Any units involved in this Campaign Bulletin which are in rental fleets, or not delivered to customers must have repairs made before delivery or further use.

Affected units, as shown on the owner letter, will have the cylinder rod replaced at no charge to the owner. Repair parts will be available beginning 5/15/09. All 437250D cylinder rods with the date codes listed above will be replaced.

Labor and Travel reimbursement:

- Labor will be reimbursed at 100% of the distributors published hourly shop rate. A maximum of 4.0 Hours will be allowed for each unit to replace the rod assembly.
- Dealers performing recall will be allowed a travel allowance of \$1.50 per mile from the nearest dealer location or last service stop may be submitted.
- A repair form will be included with each replacement kit supplied. Record the Aerial Device serial number, original cylinder date code, replacement cylinder date code, and truck VIN number. Return the form to Watertown, SD. Cut the rod eye to prevent use, and recycle the material, parts return is not required. The repair form will be used as the authorization for credit of the reimbursement defined above; **do not file a separate warranty claim.**

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