



RECEIVED

By Recall Mgt Div. at 12:38 pm, Nov 17, 2009

November 10, 2009

KAUAI ELECTRIC
4463 PAHE'E STREET SUITE 1
LIHU'E, HI 96766

Dear Hi Ranger or Telelect Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

REASON FOR RECALL

Terex Utilities has decided that a defect which relates to motor vehicle safety exists in certain 1999, 2000, and 2001 Model Year Terex Telelect HR model trucks specifically HR37M and HR40M units. These vehicles utilized hydraulic lower boom lift cylinder, 437250D manufactured between June 21, 1999 and January 30, 2001. The cylinders were constructed with rod eye material that does not meet specification. Failure of the lift cylinder will cause the boom and platform to fall.

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

WHAT TEREX UTILITIES WILL DO

TEREX Utilities will replace the cylinder rod weldment in the date range shown in the attached Bulletin.

WHAT YOU SHOULD DO

Look at the Serial number plaque on the aerial device to see if it matches the attached list. If it does check the serial number tag on the lower boom lift cylinder to see if it is in the range specified. If the date code is in the affected range, raise the lower boom clean off and inspect the area specified before further use. **If a crack is evident do not use the unit.** Contact TEREX Utilities at 605-884-3892 to arrange replacement. If no cracks are evident you may continue to use the unit until replacement can be arranged provided it is inspected daily before use. TEREX Utilities will contact the registered owner to verify the date code is in the affected range and arrange repair.

This bulletin only applies to cylinder 437250D built with the date code as shown on the attached bulleting. The time to perform the repair will be about 4 hours. Please ask any questions you may have when contacted to schedule work on your unit.

Terex Utilities will contact the registered owner to arrange repairs if we do not hear from you.

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, we recommend you contact Terex Utilities Warranty department by calling 1-605-884-3892.

After contacting your dealer and Terex Utilities Warranty department, if you are still not able to have the safety defect remedied without charge and within a reasonable time, you may wish to write the: Administer, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington DC 20590 or call 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

If you have sold or retired the unit please let us know by contacting the Terex Utilities Warranty department at 1-605-884-3892.

If you have leased this equipment to another person, you are required by Federal Law to forward a copy of this notice to the lessee by first class mail within ten days of your receipt of this notice.

Thank you for your immediate attention on this important matter,

Todd Williams
Director of QA and Warranty

Our records indicate the following machines registered to you are involved in CB586:

Model	Aerial Serial Number	Cyl ID
HR-37M	2000312444	T-2517-85-BHH



TEREX

Utilities

CAMPAIGN BULLETIN

05-586-09

DATE: 5/29/09

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.

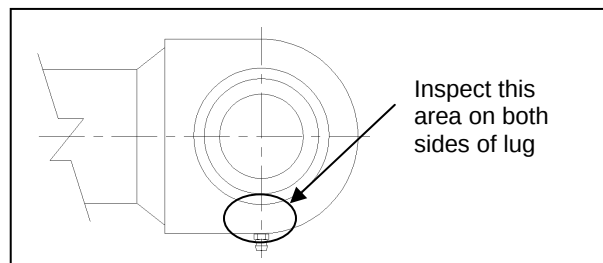
If the cylinder rod eye fails the boom and platform will fall.

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.



Inspect this area on both sides of lug

**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