



## **IMPORTANT SAFETY RECALL – 11V-542**

November 30, 2011

A Notch Above Tree  
13546 East HWY 67  
Sharon WI 53585

Dear Hi Ranger 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 1997 through 2009 Model Year Terex XT55 aerial devices. Cracks can develop around the lower boom hinge pin boss at the turntable. These cracks can progress into failure of the plates if not detected. **Failure of the plates will cause unexpected motion of the boom and could cause the platform to fall, resulting in serious injury or death to a person standing on the platform, or others nearby.**

### WHAT TEREX UTILITIES WILL DO

Terex Utilities will repair cracks found in XT aerials as shown in the attached Bulletin.

### WHAT YOU SHOULD DO

1. Inspect the aerial device immediately before further use as instructed in Campaign Bulletin SN598.
2. **If cracks are found do not continue to use the machine, take it out of service immediately.**
3. Return a completed inspection form (attached) for each unit to: [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com) or fax the form to 1-605-882-5572.
4. Return the form before contacting Terex Utilities. After receiving the form Terex Utilities will contact the person indicated on the form to arrange repairs or you may call 1-605-884-3892.
5. If cracks are not detected return the completed form and continue to use the Aerial. Continue to perform the frequent and periodic inspections and maintenance as instructed in the manuals.

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: Administrator, 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 had your unit repaired for this issue prior to receipt of this notice, you may be eligible for reimbursement. For more information, please contact . . .

If you have sold or retired the unit please let us know by contacting the Terex Utilities Warranty department at 1-605-884-3892 or send the serial number and new owner contact information to [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com).

Terex South Dakota, Inc.  
500 Oakwood Road  
Watertown, SD 57201 USA  
(605) 882-4000 • Fax (605) 882-1842

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 SN598. Please fill in the completion information on this page next to the corresponding serial number. Copy this forms as needed to show completion of all units, multiple submissions will be acceptable. Fax the form to 605-882-5572 or email to [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com) as the units are inspected.

Model	Aerial Serial Number	Inspected by	Date
XT55	1990709652		

# Safety Notice

# 11-598-11

DATE: 11/23/11

REVISED:

TO: Owners, Users, Dealers, and Installers

Models Affected: XT55 Aerials

SUBJECT: *Weld inspection of XT55 Lower Boom*

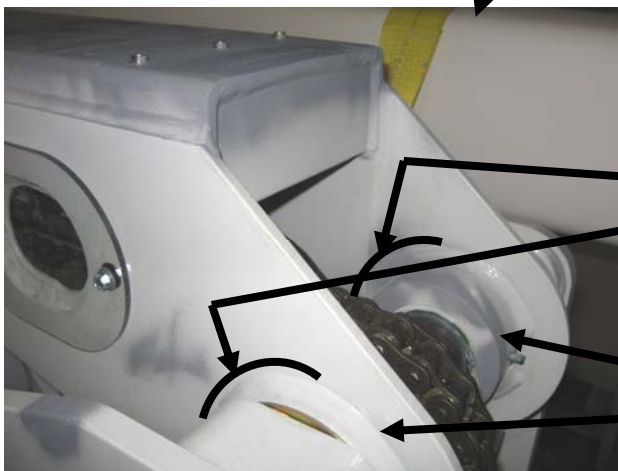
## Issue:

Terex Utilities has received reports of cracks in the welds that have progressed into failure of the side plate at the lower boom hinge pin on XT55 aerials. The failure originates at the joint between the boom tube and pivot boss in the side plates. **The failure of the plates will cause unexpected motion of the boom and possible falling of the platform.**

## Action:

Immediately inspect for cracks in or near the welds of the lower boom side plates shown below before further use of the machine.

1. Raise the canvas cover over the lower boom pivot area and clean the area around the boss.
2. Perform a visual inspection for cracks in the areas shown below. Look especially around the pivot boss weld on the interior surface.



Inside on  
both sides

Outside on  
both sides

Inspect the areas all around the pivot boss on the inside and outside of boom on both side plates (4 places).

Pivot boss (2)

3. **After inspecting each unit, complete the inspection form attached with the owner letter. Return the completed form to Terex Utilities as instructed.**
4. **If any cracks are detected do not operate the unit, take it out of service immediately.** Contact TEREX Utilities at 605-884-3892 or email machine information to [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com) to arrange repair before further use.
5. If no cracks are detected you may continue to use the unit provided that the maintenance and inspection requirements are performed as specified in the manuals. Complete the inspection form attached to the owner letter, (copy for each machine in your fleet). Return the completed form to TEREX Utilities as instructed on the form.

**Dealers and Installers:** A letter is being sent to owners of affected units. It is for inspection of XT55 units. An inspection form is included with the owner's letter that must be filled out and returned to Terex Utilities even if no cracks are detected. If the owner inspection detects cracks the owner or local dealer must contact TEREX Utilities, at 605-884-3892, for further instructions. If the unit does not have cracks instruct the owner they may continue to operate following the frequent and periodic inspection requirements as instructed in manuals.

**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.

**Reimbursement:** Structural inspection is a normal ownership maintenance requirement as shown in the manuals and is not reimbursed.

**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



## SN598 Inspection Form

Date: \_\_\_\_\_

Model <small>(circle one)</small>	Aerial Serial No.	Truck VIN number	Truck No.
XT55 , XT52, Other			

**Contact information:**

Company Name:	
Contact Name	
Office phone number:	
Cell phone number:	
Contact email:	
Street Address:	
City	
State and Zip Code	

1. Indicate if any cracks were found for each side. Inspect the weld area between the side plates and outside the side plates for both sides and circle "Yes" or "No" for each location:

Left Side Plate <small>(circle one)</small>	<small>(as viewed from turntable end of boom)</small>	Right Side plate <small>(circle one)</small>
Yes / No	Cracks detected inside	Yes / No
Yes / No	Cracks detected outside	Yes / No

Notes:

Return this sheet only to [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com)  
or fax the form to 605-882-5572