



SAFETY NOTICE

08-597-11

DATE: 8/29/11

REVISED:

TO: Owners, Users, Dealers, and Installers

MODELS AFFECTED: HR37/40 Aerials

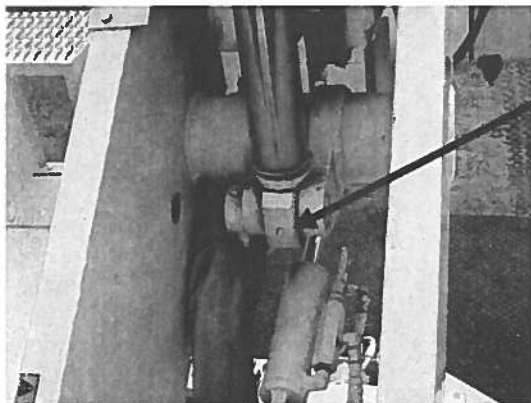
SUBJECT: *Boom lift cylinder 437250 with s/n codes D or W*

Issue:

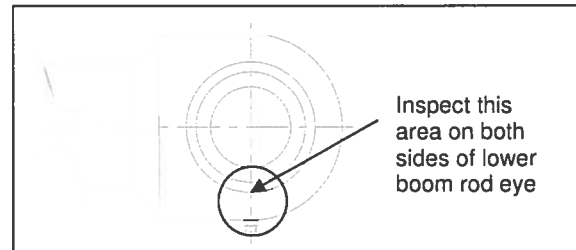
Terex Utilities has determined that some rod eyes on some part number 437250 lower boom lift cylinders are not to specification and can fail. The supplier involved provided cylinders used on HR37M and HR40M units that were built between November 2000 through December 2001 with cylinder serial numbers starting with D or W and followed by 5 or 7 numbers. **If the cylinder rod eye fails the boom and platform may fall.**

Action:

The owner, or user, must immediately verify if the lower boom lift cylinder on their unit has a serial number starting with D or W by looking on the ID tag near the base end on the cylinder case. If it does not have a serial number starting with D or W, the unit is not involved with this Safety Notice. If it does have a serial number beginning with D or W, perform a visual inspection of the cylinder rod eye in the area of the grease zerk (see figure below). Clean off the dirt and grease to determine if a crack is evident near the ball bushing. If there is any indication of a crack immediately remove the unit from service and contact Terex Utilities at 605-884-3892. If no crack is detected arrange a hardness test inspection to verify the material by calling 605-884-3892, or sending a fax to 605-882-5572, or sending an email with the machine information to utilities.warranty@terex.com or by contacting the nearest Terex Utilities dealer within 45 days. You may continue to use the unit if you inspect the rod eye daily and verify 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 rod eye down into the bushing bore.



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 p/n 437250 lift cylinders that were built by this supplier from November 2000 through June 2001 with serial numbers starting with D or W are involved.

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.

Affected units, as shown on the owner letter, of part number 437250 and the date codes D or W will have the cylinder rod inspected at no charge to the owner. If the material is not to specification the cylinder rod will be replaced at no charge to the owner.

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
400 Seventh Street, SW
Washington, DC 20590

Or call the toll-free DOT auto Safety Hotline at 1-888-327-4236