



## **IMPORTANT SAFETY RECALL – 14V-287**

### ***This notice applies to your vehicle***

August 14, 2015

'owner'

'address1'

'city', 'state' 'zip'

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 the TLM series models manufactured between December 2006 through February 2014 which were installed on 84"CA Ford F550 motor vehicles.

If cracks in the truck frame area are allowed to propagate, it may lead to the ultimate failure of the truck frame. **Failure of the truck frame could result in loss of control while driving increasing the risk of a crash.**

#### **WHAT TEREX UTILITIES WILL DO**

Terex Utilities will reinforce the Ford F550 frame to prevent cracking and repair the frame if cracks are found per the attached Bulletin SN610.

#### **WHAT YOU SHOULD DO**

1. Immediately inspect the truck frame before further use as instructed in Campaign Bulletin SN610.
2. **If cracks are found do not continue to use the machine, take it out of service immediately.**
  - a. Contacting your local dealer or Terex Utilities Warranty department by calling 1-605-882-5550 or email your information to [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com), or fax to 1-605-882-5572 your contact information and serial number to arrange repairs.
3. If no cracks are detected you may continue to use the truck. Provided the frame is inspected weekly using bulletin SN610 as guidance until a frame reinforcement is scheduled and performed.
4. Contacting your local dealer or Terex Utilities Warranty department as given above to schedule an appointment to perform the reinforcement.

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 1-605-882-4000.

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>.

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

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 Terex Utilities Warranty department.

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).

If you have leased this vehicle 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,

Jeff Hegstrom  
Warrant Manager

Our records indicate the following machines registered to you are involved in SN610.

Model	Aerial Serial Number
'model'	'Serial number'



## Safety Notice

## SN-610-14

DATE: 7/2/14

REVISED:

TO: Owners, Users, Dealers, and Installers

Models Affected: TL37M, TL41M, TL42M, TL45M aerials installed on 84" CA Ford F550 trucks

SUBJECT: *Ford F550 Frame Cracks*

### Issue:

Terex has received reports that some TLM aerials built between December 2006 and February 2014 have experienced cracks in the truck frame and at the first cross brace behind the cab. If cracks in the truck frame area are allowed to propagate it may lead to the ultimate failure of the truck frame. Failure of the truck frame could result in loss of control while driving increasing the risk of a crash.

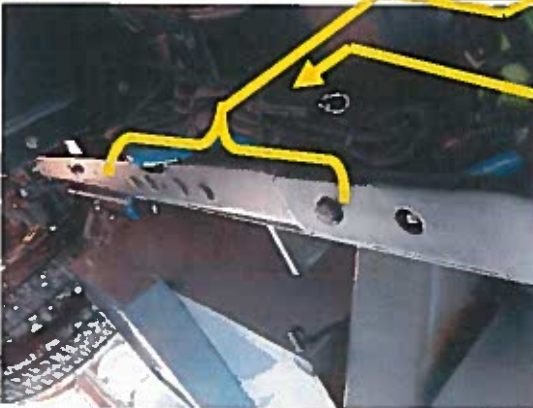
### Action:

#### What the Owner must Do:

Immediately inspect the above mentioned models installed on Ford F550 chassis, within the given date range of manufacture, for cracks in the truck frame and the cross brace at the locations shown below on both sides of the truck. Cracks may start behind the cab near reliefs, cutouts, and holes in the frame and cross brace. Complete this Safety Notice within 45 days of receipt.



Inspect behind the cab on both sides in this area of truck frame and cross brace. At area of notch, rivets, and holes in bottom flange and sides.



View from underneath



View of cross brace inside frame

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## Continued Use:

1. **If cracks are detected do not operate the unit, take it out of service immediately.** Contact your local Terex dealer or TEREX Utilities at 605-882-5550, or email machine information to [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com) to arrange repair before further use.
2. If no cracks are detected you may continue to use the unit provided the Truck frame is inspected, using this bulletin as guidance, weekly until reinforcement can be added. Contact your local Terex dealer or TEREX Utilities at 605-882-5550 or email machine information to [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com) to schedule an appointment for reinforcement within 45 days.

### What Terex will do:

Terex Utilities stands behind the products it produces and the following repairs will be covered under warranty.

- The repair for cracked frames will consist of reinforcing the frame and extending the aerial attachment past the repaired area to under the truck cab.
- Frames that are not cracked will be reinforced as needed.

**Dealers and Installers:** A letter is being sent to owners of affected units. If an owner contacts you about this bulletin contact TEREX Utilities at 605-882-5550 for further instructions.

There are two kits available; Z1286 is used to repair the frame if it is cracked while Z1220 will be used to reinforce the frame if it is not cracked.

**Important:** Some of the involved units may be in rental fleets. You are required 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