



## **IMPORTANT SAFETY RECALL – 15V-058**

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

February 17, 2015



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 vehicles built with Aerial devices which were manufactured from July 12, 2013 to December 26, 2013. The affected aerials contain platform rotation cylinders, part number 449170, 453715, or 470048 which may not have sufficient bearing retention force to hold the cylinder in place on the cylinder anchors. If the cylinder separates from the platform brackets the operator will not have control of the platform rotate and the platform can rotate unexpectedly. If the platform rotates without operator's control, there is an increased risk of injury.

#### WHAT TEREX UTILITIES WILL DO

Terex Utilities will provide replacement cylinders for all units in the affected date range, which contain cylinders 449170, 453715, or 470048. The repair will take about 1.5 hours at no cost to the owner.

#### WHAT YOU SHOULD DO

1. Immediately inspect affected vehicles shown below as instructed in Campaign Bulletin SN614.
2. **If the ball bushings are not centered in the cylinder ends remove from service, do not use the unit until the cylinder is replaced.**
  - a. Call your local Terex Utilities dealer.
  - b. Or contact the Terex Service Department by calling 1-605-882-4000,
  - c. or email your information to [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com), or fax to 1-605-882-5579, provide your contact information and serial number to arrange repairs.
3. You may continue to use the unit if the ball bushings are centered, as shown in the bulletin, and there is no movement of the ball bushing in the cylinder rod eye or base. The cylinder must be inspected daily until repairs can be made. Schedule an appointment for repairs within 30 days of receiving this notice.

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 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 sold or retired the unit please let us know by contacting the Terex Utilities Warranty department at 1-605-882-4000 or send the serial number and new owner contact information to [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com). You are required to forward this bulletin to the new owner within 10 days of receipt of this letter.

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  
Product Support Manager

Our records indicate the following machines registered to you are involved in SN614.

<b>Model</b>	<b>Aerial Serial Number</b>	<b>Inspected by</b>	<b>Date</b>
HRX55			

# Safety Notice

# SN-614-14

DATE: 2/12/15

REVISED:

TO: Owners, Users, Dealers, and Installers

Models Affected: HR, HRX, TC, TCX, OM, TLM, Units with side mount rotating platform

SUBJECT: Platform rotate cylinder

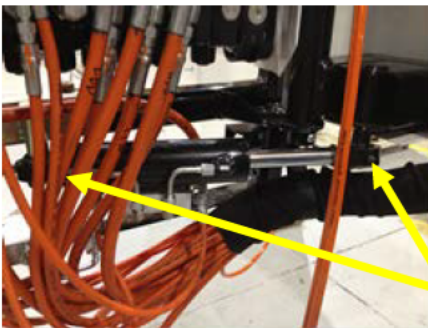
## Issue:

Terex has become aware that some aerial devices manufactured from July 12, 2013 through December 26, 2013 left the factory with the platform rotate cylinder bearing (e.g. ball bushing), which attaches the cylinder to the platform brackets, improperly assembled. Terex has received some reports of the cylinder slipping off the bearing and separating from the platform brackets. **If the cylinder separates from the platform brackets the operator will not have control of the platform rotate and the platform can rotate unexpectedly.** If the platform rotates without operator's control, there is an increased risk of injury.

## Action:

### What the Owner must Do:

1. Immediately inspect the platform rotation cylinder ball bushings at the boom tip on all affected machines. Verify that the ball bushing outer race is centered in the cylinder rod and base ends. The base end will be flush and the rod end will be recessed .13 inch on each side as shown in the pictures below.



Cylinder with covers removed.



Location at boom tip behind cover



Base end - bearing outer race flush



Rod end - recessed .13 inch each side

2. If the ball bushing is not centered in the cylinder rod or base ends, or the ball bushing is loose in either the cylinder rod or base ends and has moved so that the ball bushing are not in the positions shown above do not operate the unit, take it out of service immediately. Contact your local Terex dealer or TEREX Utilities at 605-882-4000 or email machine information to [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com) to arrange repair before further use.
3. Return the affected cylinder once the replacement cylinder has been installed.

### **Continued Use**

Owners may continue to use Aerial units which were manufactured in the affected date range, July 12, 2013 through December 26, 2013, if ball bushing is centered as shown in the pictures above, and there is no movement of the ball bushing in the cylinder rod eye or base. The cylinder must be inspected daily until repairs can be made. Contact your local Terex dealer or TEREX Utilities at 605-882-4000 or email machine information to [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com) to schedule an appointment for repairs within 30 days.

### **What Terex will do:**

Because Terex Utilities is very concerned with operator safety please respond to this bulletin so Terex can repair all platform cylinders which may contain the improperly assembled ball bushings.

**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 605-882-4000, for further instructions. The owner may continue to operate the affected units provided they inspect the platform rotation cylinder ball bushings at the boom tip as shown daily until repair can be scheduled and performed.

**Important:** Some of the involved units may be in rental fleets. You are required to complete the recall service on these units before renting, and to inform the renters of affected units 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

# Safety Notification SN614

## Completion Form

(Aerials with Platform Rotate Cylinder – Side Mounts Only)

Please print so it is legible

### UNIT INFORMATION

Customer Truck # \_\_\_\_\_

\*Owner Name: \_\_\_\_\_

Owner Phone Number: \_\_\_\_\_

\* Truck VIN # \_\_\_\_\_

\*Unit Serial Number: \_\_\_\_\_

### SERVICE PERFORMED BY

\* Date of Inspection / Repair \_\_\_\_\_

\* Service Technician (ST) completing work: \_\_\_\_\_

\* ST Company Name: \_\_\_\_\_ ST Location: \_\_\_\_\_

ST Contact Number: \_\_\_\_\_

**\* CHECK TO VERIFY COMPLETION**

Cylinder Replaced.

\* New Cylinder Part Number and Serial Number \_\_\_\_\_

\* Old Cylinder Part Number and Serial Number \_\_\_\_\_

\* Work Order: \_\_\_\_\_

Comments: \_\_\_\_\_

\* Required information (Form Must Be Completed For Warranty Reimbursement)

FAX THIS COMPLETED FORM TO TEREX UTILITIES WARRANTY DEPT.  
AT 605-882-5579. OR SEND IMAGE TO [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com)