



## Important Safety Recall 150004 (NHTSA RECALL NOTICE 15V-326)

This recall applies to your TZ-34/20 trailer mounted boom with the following serial numbers:

Serial Number	VIN	Serial Number	VIN
TZ3415-1271	5D8AA1718F1001271	TZ3415-1284	5D8AA1716F1001284
TZ3415-1272	5D8AA171XF1001272	TZ3415-1289	5D8AA1715F1001289
TZ3415-1273	5D8AA1711F1001273	TZ3415-1290	5D8AA1711F1001290
TZ3415-1274	5D8AA1713F1001274	TZ3415-1291	5D8AA1713F1001291
TZ3415-1275	5D8AA1715F1001275	TZ3415-1292	5D8AA1715F1001292
TZ3415-1276	5D8AA1717F1001276	TZ3415-1293	5D8AA1717F1001293
TZ3415-1277	5D8AA1719F1001277	TZ3415-1294	5D8AA1719F1001294
TZ3415-1278	5D8AA1710F1001278	TZ3415-1296	5D8AA1712F1001296
TZ3415-1279	5D8AA1712F1001279	TZ3415-1305	5D8AA171XF1001305
TZ3415-1280	5D8AA1719F1001280	TZ3415-1307	5D8AA1713F1001307
TZ3415-1281	5D8AA1710F1001281	TZ3415-1313	5D8AA1719F1001313
TZ3415-1282	5D8AA1712F1001282	TZ3415-1314	5D8AA1710F1001314
TZ3415-1283	5D8AA1714F1001283	TZ3415-1321	5D8AA1718F1001321

**Date:** July 22, 2015

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

Terex has decided that a defect which relates to motor vehicle safety exists on TZ-34/20 model with serial numbers listed above.

### ***The reason for this recall...***

You are receiving this bulletin because you are the owner of an affected machine.

Terex was informed by its supplier of a manufacturing defect on the cylinders used in the outrigger assemblies of certain TZ-34/20 trailer mounted booms. The affected cylinders were manufactured with an oversized lead-in chamfer on the outrigger cylinder piston I.D. This defect can lead to O-ring failure and could cause the outrigger to drift up while in use. **If the outrigger drifts during setup or during use, it can result in a tip-over, increasing the risk of injury to the user or those nearby.**

### ***Continued Use Instructions:***

All users and operators of the affected TZ-34/20 trailer mounted booms must be notified of these continued use requirements.

The TZ-34/20 may remain in service until this Safety Recall is completed provided that the following requirements are performed.

- Perform the pre-operational inspection and function test prior to each use.
- During the auto level function test, when all outriggers are fully deployed and the machine is level, do not adjust the outriggers for 5 minutes. If any outrigger shows signs of drifting, remove the machine from service until this Safety Recall is completed.
- During function test and operation, if the machine's tilt alarm sounds, immediately lower the boom and remove the machine from service until this Safety Recall is completed.

Terex Aerial Work Platforms, 18340 NE 76th Street Redmond WA 98052, Ph: 800-536-1800, 425-881-1800

**What we are asking you to do...**

Terex is asking customers and owners to inspect the outrigger cylinders on the trailer mounted booms referenced on page 1 and replace if found to be affected.

- 1 Locate all TZ-34/20 trailer mounted booms within the model and serial numbers referenced on page 1 within your fleet.
- 2 Inspect the lot number and serial number of the cylinder installed on all four outriggers of your trailer mounted boom.



- 1 outrigger assembly
- 2 cylinder
- 3 cylinder part number (T108058)
- 4 cylinder lot code (ex. H1504236)
- 5 cylinder serial number (ex. 001863)



- 3 Verify if any of the cylinder inspected is affected by comparing the lot code and serial number to the list of affected cylinder serial numbers below.

Table 1. List of affected cylinder serial numbers

Lot Code	Serial Number
H1501234	1119
	1125
	1126
	1127
	1129
	1130
	1131
	1134
	1135
	1136
	1139
	1140
	1141
	1143
	1144
	1145

Lot Code	Serial Number
H1501163	1086
	1087
	1089
	1090
	1091
	1093
	1094
	1096
	1097
	1105
	1106
	1107
	1108
	1109
	1110
	1111
	1112
	1113

- ⊙ If the serial numbers of all four cylinders inspected are not on the list, fill out the attached completion form for inspection and return to Genie to verify that you have completed this Safety Recall. No further action is required.
- ⊙ If the serial number of any of the four cylinders inspected is on the list, order a replacement "Outrigger Cylinder Kit" PN 1267296 and install on your trailer mounted boom. Each kit contains one cylinder.

**Installation of the kit must take place as soon as possible but no later than 30 days from receipt of the kit.**

- 4 Return the affected cylinder along with the completely filled "Completion Form" attached to the installation instructions in the kit to Genie to verify that his Safety Recall is completed. This will also ensure timely processing of your warranty claims. A pre-paid label is included in the kit.



**To order parts:**

Machine owners with a valid Genie account can contact the Terex AWP Parts Department to place an order through one of the following:

Genie Website:  
<http://www.gogenielift.com>  
Fax: 1-888-274-6192  
Phone: 1-800-536-1800

Machine owners without a valid Genie account can contact their nearest Terex AWP dealership or Terex AWP Service Centers for assistance.

Search for your nearest Terex AWP dealership by visiting our website at:

<http://www.genielift.com/dealersearch/>

**Warranty Claims:**

The labor hours allowed for this campaign is 15 minutes to inspect a machine and 45 minutes to replace each cylinder.

**Warranty:**

The labor and travel miles required to perform this Important Safety Recall are covered under the provisions of our LIMITED PRODUCT WARRANTY statement. Warranty claims can be submitted online, by paper claims, fax or email. If you need more information about filing a warranty claim, please contact Terex AWP Warranty Department at:

Email:	AWP.Warranty@terex.com
United States:	1-800-536-1800
Canada:	1-425-881-1800
All other locations:	001-425-881-1800

Genie and local industry standards (e.g. ANSI, CSA) requires that the seller of a Genie machine report to Genie the model and serial number of each machine sold, as well as the name, address, and telephone number of the new owner, within 60 days of the sale. Genie, OSHA and local industry standards, also require that the manufacturer's Important Safety Recall be completed. It is your responsibility to communicate this important information to all machine owners and applicable branches. If you require additional copies of this Important Safety Recall or have any questions, please contact Genie Product Support at:

United States:	1-800-536-1800
Canada:	1-425-881-1800
All other locations:	001-425-881-1800



***If you are the lessor of any of the affected vehicles ...***

If you are the lessor of this vehicle, federal law requires you to forward this notice to the lessee within ten days of your receipt of this letter.

***If you need help.....***

If you have questions or concerns regarding this recall, please contact Genie Product Support at 1 800-536-1800 or the service manager at your local dealer. If Genie or your dealer fail or are unable to remedy the defect without charge or within a reasonable time, you may also submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We are intensely concerned for the safety of our customers and sincerely appreciate your efforts. Thank you for your attention to this important matter.

Sincerely,

Genie

***Enclosures:***

- New Owner Update Form
- Machine List
- Completion Form for Inspection





# Important Safety Recall 150004

## New Owner Update Form

(for updating machine owner information only)

Genie and ANSI requires that the seller of a Genie machine report to Genie the model and serial number of each machine sold, as well as the name, address, and telephone number of the new owner, within 60 days of the sale.

- If you have sold a machine, list new owner's name, address and phone number, for each machine. List complete model and serial number (ex. TZ3415-1271)

**New Owner Information:**

	Machine 1	Machine 2	Machine 3
Model*	<input type="text"/>	<input type="text"/>	<input type="text"/>
Serial Number *	<input type="text"/>	<input type="text"/>	<input type="text"/>
Owner Name*	<input type="text"/>	<input type="text"/>	<input type="text"/>
Address 1*	<input type="text"/>	<input type="text"/>	<input type="text"/>
Address 2	<input type="text"/>	<input type="text"/>	<input type="text"/>
City/State/Zip*	<input type="text"/>	<input type="text"/>	<input type="text"/>
Phone Number*	<input type="text"/>	<input type="text"/>	<input type="text"/>
Contact Person	<input type="text"/>	<input type="text"/>	<input type="text"/>

\* Required fields

**Seller Information:**

Date:

Company Name:

Account #:

Address:

(street):

(city):

(state, zip code):

Phone #:

- List any machines that could not be inspected or repaired because of the following:

Model & Serial Number	Scrapped	Exported	Stolen	Other (explain)
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

<b>Fax to:</b>	United States: 1 877-738-7530	Latin America: + 55 11 3246-9760
	Canada: 1 425-498-7530	Central America: + 1 425 498 7530
	Mexico: 1 425-498-7530	Asia-Pacific: + 1 425 498 7530
	Caribbean: + 1 425 498 7530	All other locations: + 1 425 498 7530