



IMPORTANT SAFETY RECALL – 15V-512

This notice applies to your vehicle

November 5, 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 aerial and digger derrick models which had certain outrigger cylinders installed. The units were built from June 3, 2009 to November 13, 2014. The cylinders may not have orifices which help reduce chatter, wear, and damage to the valve seating and valve body . This premature wear and damage can cause the outrigger cylinder to drift during operation.. **If the outrigger drifts during use it can result in the machine overturning and serious injuring platform occupants or bystanders.**

WHAT TEREX UTILITIES WILL DO

Terex Utilities will inspect and if required install an orifice fitting and replace the check valves on affected cylinders. Owners will be contacted to have a technician visit each vehicle and perform the inspection and repair. The repair will take about 1 hour.

WHAT YOU SHOULD DO

1. Immediately remove machine from service and perform a drift test of the outrigger cylinders according to the safety notice.
2. If any outrigger shows signs of drifting do not use the machine. Follow the instructions in the Bulletin and immediately remove the machine from service and call your local Terex Utilities dealer or Terex Utilities Service Department at 1-800-982-8975 or email your machine information to utilities.warranty@terex.com, or fax to 1-605-882-5579, provide your contact information and serial number. A technician will be sent to your machine to perform repair.

CONTINUED USE:

If the outrigger does not drift you can continue to use the unit provided the drift is checked, as described in the safety notice. Contact Terex Utilities as soon as possible to arrange for a technician to inspect the cylinder cartridge valve and orifice fitting to verify it is not subject to leakage.

If you have any questions you can contact your nearest dealer at this web site;

<http://www.terex.com/utilities/en/products/dealer-locator/index.htm>.

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 of scheduled appointment, we recommend you contact Terex Utilities Warranty department by calling 1-800-982-8975.

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>.

If you have sold or retired the unit please let us know by contacting the Terex Utilities Warranty department at 1-800-982-8975 or send the serial number and new owner contact information to 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 SN619.

Model	Serial Number
'model'	'Serial number'



Terex Utilities

SAFETY NOTICE

SN-619

DATE: 11/2/15

REVISED:

TO: Owners, Users, Dealers, and Installers

Models Affected: C4000, C5000, C6000, and General Digger Derricks, RMX and TM Aerials

SUBJECT: *Vertical Outrigger Cylinders*

Issue:

Terex Utilities has become aware of chattering in the pilot check valves in certain vertical outrigger cylinders used on vehicles built from June 3, 2009 to November 13, 2014 which may cause premature wear on the valve seating area or damage to the valve body. This premature wear and damage will cause the outrigger cylinder to drift during operation. **If the outrigger drifts during use it can result in the machine overturning and seriously injuring platform occupants or bystanders.**

Action:

This Safety Notice requires the following:

Contact Terex Utilities within 30 days to arrange for a technician to inspect the cylinder cartridge valve and orifice fitting to verify it is not subject to leakage.

Contact Terex Utilities; through your nearest TEREX Utilities dealer as shown on the web site, terexutilities.com, call Terex Utilities Service Department at 1-800-982-8975 or email the machine information and your contact information to utilities.warranty@terex.com to arrange for inspection and repair, if needed, within 30 days of receiving this bulletin.

Continued Use:

All machine users and operators must be notified of these continued use requirements.

The affected models may remain in service if the Outrigger Cylinder Drift Test described in this Safety Notice is performed daily and no drifting is observed.

1. Before further use, inspect the outrigger by performing an Outrigger Cylinder Drift Test as described in the attached appendix.
2. If any outrigger shows signs of drifting, immediately remove the machine from service and call the Terex Utilities Service Department at 1-800-982-8975.

Dealers and Installers: A letter is being sent to owners of affected units. If affected units are in your area, TEREX Utilities will contact you to arrange the repairs.

If the owner contacts you, call TEREX Utilities Service Department at 1-800-982-8975 for instructions and to arrange shipment of parts and instructions, if needed. The fitting with the orifice in place and a new 429091 check valve will be provided. An inspection form must be filled out and returned to Terex Utilities for each unit even if the outriggers have the proper fittings.

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 renter within 10 days of receipt of this bulletin.

Affected units, as shown on the owner letter, will have the orifice fitting and check valves installed 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
1200 New Jersey Avenue, SE, West Building,
Washington, DC 20590




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

APPENDIX




OUTRIGGER CYLINDER DRIFT TEST

1. Do not place any load in the platform
2. Place the hydraulic system in operation.
3. Place the outriggers firmly on the ground.
4. Aerial Devices
 - a. Unfold the lower boom approximately 15 degrees from horizontal
 - b. Unfold upper boom fully, placing it directly over the outrigger to be tested
5. Digger Derricks
 - a. Unfold and fully extend the boom approximately 15 degrees from horizontal and place it directly over the outrigger to be tested
6. If the outrigger cylinder drifts (i.e. creeps in or retracts), follow the information in the bulletin and contact Terex Utilities.

Sample of window envelope, address shows through window.

 TEREX <i>Utilities</i> PO Box 1150 Watertown, SD 57201-6150	IMPORTANT SAFETY RECALL INFORMATION	
	Issued in Accordance With Federal Law	
SAFETY RECALL NOTICE		
<p>"Customer's Name" "Address" "City", "State" "Zip Code"</p>		

Alternate format: Normal envelope, with address label or printed envelope.

 TEREX <i>Utilities</i> PO Box 1150 Watertown, SD 57201-6150	IMPORTANT SAFETY RECALL INFORMATION	
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