



TEREX®

Safety Notice

SN638

DATE: 5/10/16

REVISED:

TO: Owners, Users, Dealers, and Installers

Models Affected: HR, HRX, TC, TCX, XML, Aerials

SUBJECT: Boom Tip Leveling Sprocket Weldment

Issue:

Terex has become aware that some aerial devices manufactured from May 2005 through February 2007 and June 2011 through March 2016 which may contain a boom tip leveling sprocket weldment with weld quality that does not meet specification. **Failure of the boom tip leveling sprocket can result in the platform tilting unexpectedly and occupants falling from the platform.**

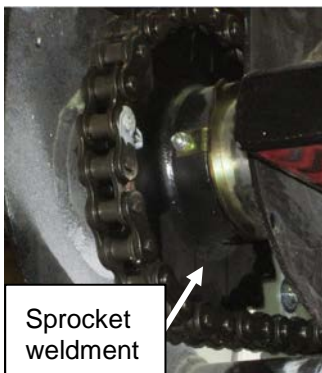
Action:

What the Owner must Do:

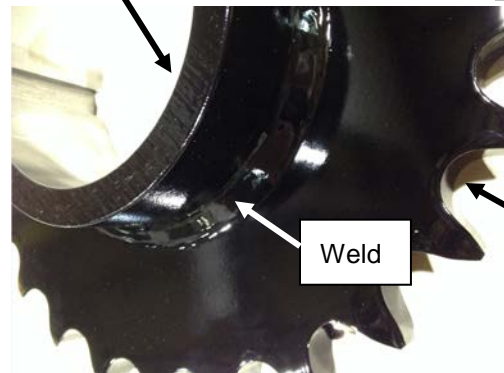
1. Immediately inspect the leveling sprocket weldment at the boom tip for a cracked weld between the hub and sprocket. Remove cover over boom tip, clean off the sides of the boom tip leveling sprocket, and then inspect the hub to sprocket weld for cracks.



Leveling sprocket weldment at boom tip



Sprocket weldment



Hub

Sprocket

Weld

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

2. If any cracks are detected do not operate the unit, take it out of service immediately. Contact your local Terex dealer or TEREX Utilities at 1-800-982-8975 or email machine information to utilities.warranty@terex.com to arrange repair before further use.
3. If no cracks are detected follow the instructions in the Continued Use section below.
4. Within 45 days of receipt of this bulletin contact your local Terex Utilities dealer, or contact the Terex Utilities Service Department at 1-800-982-8975, or email the machine information to utilities.warranty@terex.com to schedule an appointment to have a repair made.

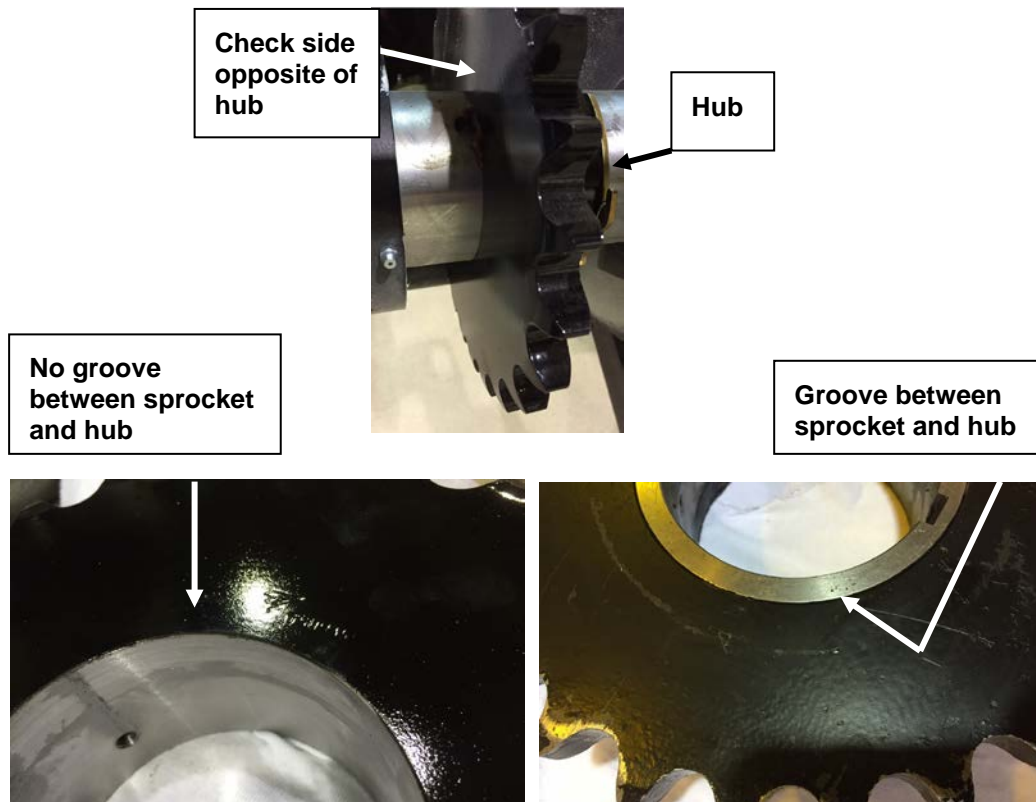
Continued Use:

Owners may continue to use the unit provided all machine users and operators are notified of these continued use requirements:

1. Perform a weekly visual inspection of the leveling sprocket at the boom tip for a cracked weld between the hub and sprocket.
2. If any cracks are detected do not operate the unit, take it out of service immediately. Contact your local Terex dealer or TEREX Utilities at 1-800-982-8975 or email machine information to utilities.warranty@terex.com to arrange repair before further use.
3. Always follow all maintenance and inspection requirements as specified in the manuals.

Additional Information:

Units built from February 2007 through June 2011 may have a sprocket which is not included in this recall. Units that do not have a groove between the sprocket and the hub are not included in this recall.



What Terex will Do:

Terex will provide a new leveling sprocket for any unit with a cracked weld on the leveling sprocket or provide a reinforcement kit for any unit that does not have a cracked weld on the leveling sprocket at no cost to the owner.

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. Inspection should take 30 minutes.

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