



## **IMPORTANT SAFETY RECALL – 16V-118**

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

April 11, 2016

'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. The effected models are TLM37, TLM39, TLM41, TLM45, TLM50, TLM55 & TLM60 with Side Mount Platforms that were built from June, 18, 2008 to September 28, 2015.

Terex Utilities has seen contact of both the boom tip leveling cylinder and the master cylinder at the elbow with structural components. This contact can cause damage to the boom tip leveling cylinder rod and the master cylinder rod. Continued contact cause cracks in the rod eye. Cracks originates were the rod eye is welded on the cylinder rod.

The boom tip cylinder contact does not take place during normal operation. If the platform is manually raised all the way in the lowest upper boom position the interference will occur.

Master cylinder contact can occur if the upper boom is raised to the end of stroke at full speed. Wear of the upper boom bushing can cause excessive movement past intended position. Failure of the master cylinder will lock the platform in position and will not level during normal operation.

**The failure of the boom tip rod eye will cause the platform to move freely and occupants may fall from the platform.**

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

Terex will provide instructions and pay to eliminate the possible interference. The time to perform the work will be about 5 hours.

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

Within 30 days from receiving this notice 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](mailto:utilities.warranty@terex.com), to schedule an appointment to have repairs performed. Inspect the boom tip leveling cylinder and the master leveling cylinder at the elbow for cracks or damage. An appointment will be set up to have the repairs performed.

#### **CONTINUED USE:**

1. All machine users and operators must be notified of these continued use requirements.
2. The leveling cylinder is inspected for cracks weekly.
3. When operating with upper boom near maximum elevation, slow upper boom speed before contacting end of stroke on upper boom cylinder.

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

4. If cracks are detected take the machine out of service and contact your local Terex dealer or Terex Utilities Service Department at 1-800-982-8975 or email machine information to [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com) to schedule an appointment for repair .
5. If the Master leveling Cylinder fails while elevated, use the Level Control at the upper or lower control stations to manually level the platform while stowing the boom. Refer to the Operators manual for operation.

Perform Daily and Periodic Inspections as required in the manuals.

If you have any questions you can find 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](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 SN621.

Model	Serial Number
'model'	'Serial number'

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