

# **IMPORTANT SAFETY RECALL – 16V-177**

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

5/24/16

'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 has decided that some aerial devices manufactured from May 2005 through February 2007 and June 2011 through March 2016 may contain a boom tip leveling sprocket weldment with weld quality that does not meet specification. **Failure of the boom tip leveling sprocket weld can result in the platform tilting and may eject the occupants, increasing the risk of injury.**

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

Terex will provide a leveling sprocket for any unit with a cracked weld on the leveling sprocket or provide a reinforcement kit for any unit without a cracked weld on the leveling sprocket at no cost to the owner.

### **WHAT YOU NEED TO DO**

Immediately remove the unit from service and inspect the leveling sprocket at the boom tip for a cracked weld between the hub and sprocket.

1. Clean off the sides of the boom tip leveling sprocket and inspect the hub to sprocket weld for cracks.
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](mailto:utilities.warranty@terex.com) to arrange repair before further use.

### **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](mailto:utilities.warranty@terex.com) to arrange repair before further use.
3. Always follow all maintenance and inspection requirements as specified 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 SN638.

Model	Serial Number
'model'	'Serial number'

# 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 decided 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.**

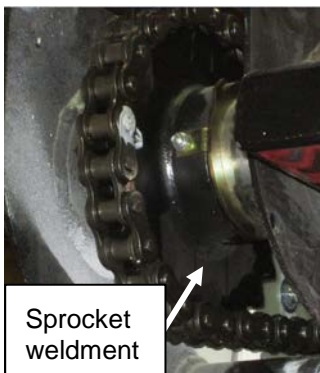
## Action:

### What the Owner must Do:

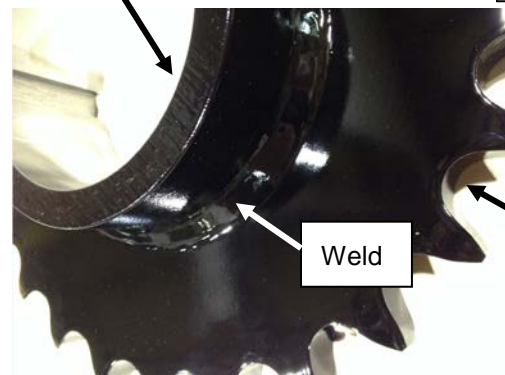
1. Immediately inspect the leveling sprocket weldment at the boom tip for a cracked weld between the hub and sprocket. Remove cover over boom tip, clean off the sides of the boom tip leveling sprocket, and then inspect the hub to sprocket weld for cracks.



Leveling sprocket  
weldment at boom tip



Sprocket  
weldment



Hub

Sprocket

Weld

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](mailto: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](mailto:utilities.warranty@terex.com) to schedule an appointment to have a repair made.

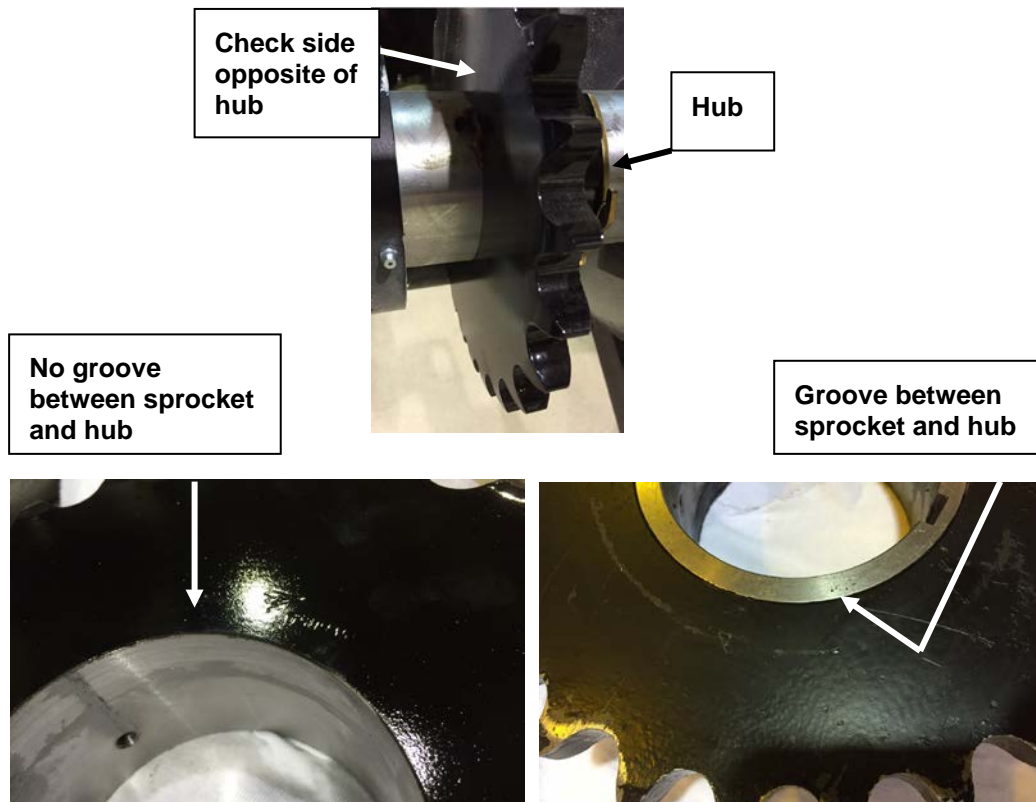
### Continued Use:

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](mailto: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