



## **IMPORTANT SAFETY RECALL – 16V-477**

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

8/22/2016

'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 has determined that some aerial devices manufactured from March 2016 through June 2016 which may contain a hydraulic cylinder for leveling, hydraulic jib tilt, or hydraulic jib extend with a welded piston that may have weld quality that does not meet specification. **Failure of the hydraulic cylinder for leveling can result in the platform tilting unexpectedly and occupants falling from the platform. Failure of the hydraulic cylinder for jib tilt or jib extend can result in the load on the jib dropping.**

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

Terex will replace the affected hydraulic cylinder for any unit involved in this recall at no cost to the owner.

#### **What the Owner must Do:**

- 1) Immediately inspect the hydraulic cylinder according to the inspection procedure below to determine if your unit is subject to this recall.
- 2) Follow the Continued Use Instructions in this bulletin if your unit is subject to this recall.
- 3) Contact Terex Utilities Warranty Department at 1-800-982-8975 for a replacement hydraulic cylinder.
- 4) After receiving the replacement hydraulic cylinder from Terex, make any necessary repairs as soon as possible but no later than 60 days after receipt of replacement parts or contact Terex at the above numbers to schedule replacement.
- 5) Return the affected hydraulic cylinder through the Terex Warranty System.

#### **What to do if you purchased an affected cylinder:**

- 1) Forward this bulletin and owner letter to the owner of the machine in which any of the hydraulic cylinders were installed within 10 days of receipt of this notice.
- 2) If you still have a cylinder you purchased which is affected by this recall, do not install it on a unit. Contact Terex Utilities Warranty Department at 1-800-982-8975 for a replacement and to return it to Terex.
- 3) Fill out the completion form with the machine owner contact information so that we can follow up with them to ensure the bulletin has been completed.

#### **Continued Use:**

Always follow all maintenance and inspection requirements as specified in the manuals. Owners may continue to use the unit provided all machine users and operators are notified of these continued use requirements. If a hydraulic cylinder in the affected range fails contact your local Terex dealer or TEREX Utilities at 1-800-982-8975 or email unit information to [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com) to arrange repair before further use.

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



**Leveling Hydraulic Cylinders:**

- 1. Do not manually dump the platform unless there is an emergency situation.
- 2. Follow instructions in the operator’s manual and platform capacity decals. Always use the boom tie-downs and never overload the platform.
- 3. Inspect the transport platform support for wear and damage.

**Jib Tilt Cylinders:**

- 1. Ensure the jib is not subjected to shock loads from loads being dropped and by following proper work practices.

**Jib Extend Cylinders:**

- 1. Always use the jib pin to anchor the jib to the jib bracket. Do not load the jib extend cylinder.

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 SN642 and indicate which cylinder(s) require replacement.

Model	Serial Number	Master	Boom Tip	Jib Tilt	Jib Extend
'model'	'Serial number'	'Part Number'	'Part Number'	'Part Number'	'Part Number'



## Safety Notice

## SN642

DATE: 8/15/2016

REVISED:

TO: Owners, Users, Dealers, and Installers

Models Affected: HR, HRX, OM, SCM, TC, TCX

SUBJECT: Hydraulic cylinder

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### Issue:

Terex has determined that some aerial devices manufactured from March 2016 through June 2016 which may contain a hydraulic cylinder for leveling, hydraulic jib tilt, or hydraulic jib extend with a welded piston that may have weld quality that does not meet specification. **Failure of the hydraulic cylinder for leveling can result in the platform tilting unexpectedly and occupants falling from the platform. Failure of the hydraulic cylinder for jib tilt or jib extend can result in the load on the jib dropping.**

### Action:

#### What the Owner must Do:

- 1) Immediately inspect the hydraulic cylinder according to the inspection procedure below to determine if your unit is subject to this recall.
- 2) Follow the Continued Use Instructions in this bulletin if your unit is subject to this recall.
- 3) Contact Terex Utilities Warranty Department at 1-800-982-8975 for a replacement hydraulic cylinder.
- 4) After receiving the replacement hydraulic cylinder from Terex, make any necessary repairs as soon as possible but no later than 60 days after receipt of replacement parts or contact Terex at the above numbers to schedule replacement.
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#### What to do if you purchased an affected cylinder:

- 1) Forward this bulletin and owner letter to the owner of the machine in which any of the hydraulic cylinders were installed within 10 days of receipt of this notice.
- 2) If you still have a cylinder you purchased which is affected by this recall, do not install it on a unit. Contact Terex Utilities Warranty Department at 1-800-982-8975 for a replacement and to return it to Terex.
- 3) Fill out the completion form with the machine owner contact information so that we can follow up with them to ensure the bulletin has been completed.

#### Inspection Procedure:

Using figure A, locate the hydraulic cylinders for the leveling and jib functions. Boom tip covers will need to be removed to inspect the jib articulation and jib extend cylinders. Using figure B, inspect the date code on the hydraulic cylinder. Note that some units will not have a hydraulic extend jib cylinder.



Master Leveling  
Cylinder

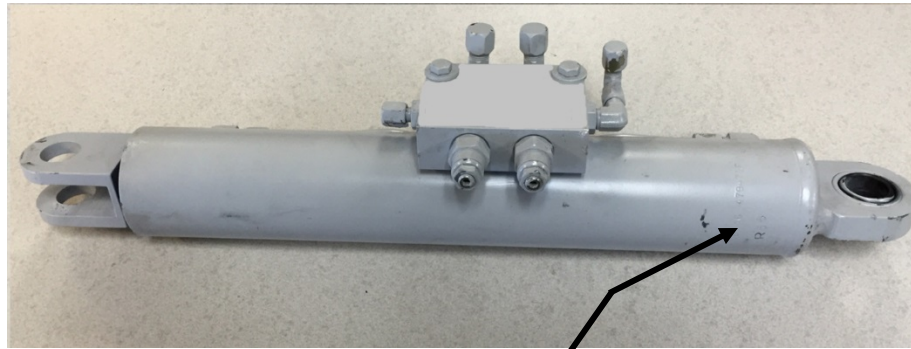


Boom Tip  
Leveling Cylinder



Jib Tilt and Extend  
Cylinder

Figure A. Hydraulic Cylinder Location



Serial Number

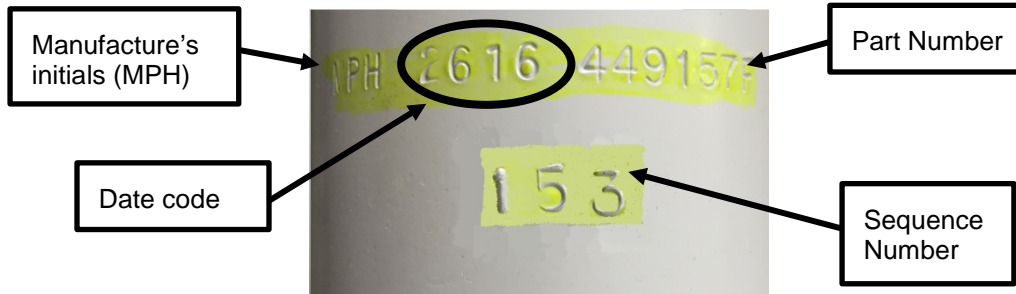


Figure B. Hydraulic Cylinder Date Code

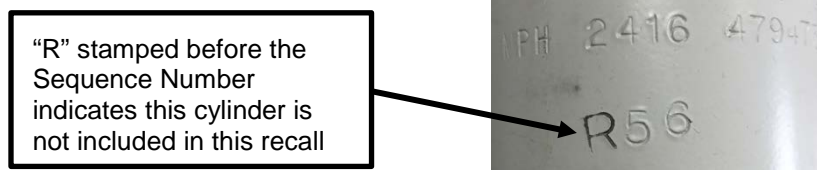
The first two numbers in the date code are the week the cylinder was manufactured. The second two numbers are the year the cylinder was manufactured. Example 2616 was manufactured week 26 in 2016 (June 27<sup>th</sup>, 2016). Sequence number 153 represents this was the 153<sup>rd</sup> cylinder manufactured in week 26 in 2016.

**Any MPH hydraulic cylinder that has a date code between 1316 and 2416 (March 28<sup>th</sup>, 2016 through June 17<sup>th</sup>, 2016) with the following part number stamped in the case is subject to the recall and will need the hydraulic cylinder replaced.**

**Cylinder part numbers: 449154, 449157, 457545, 475781, 479473, 479573, 604468, and 614140**

Any hydraulic cylinder listed above with a date code before 1316 and after 2416 (before March 28<sup>th</sup>, 2016 and after June 17<sup>th</sup>, 2016) is not subject to the recall.

Any hydraulic cylinder listed above with an "R" stamped before the sequence number is not subject to the recall. Below is a cylinder with an "R" stamped before the sequence number.



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



## Continued Use:

Always follow all maintenance and inspection requirements as specified in the manuals. Owners may continue to use the unit provided all machine users and operators are notified of these continued use requirements. If a hydraulic cylinder in the affected range fails contact your local Terex dealer or TEREX Utilities at 1-800-982-8975 or email unit information to [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com) to arrange repair before further use.

### Leveling Hydraulic Cylinders:

1. Do not manually dump the platform unless there is an emergency situation.
2. Follow instructions in the operator's manual and platform capacity decals. Always use the boom tie-downs and never overload the platform.
3. Inspect the transport platform support for wear and damage.

### Jib Tilt Cylinders:

1. Ensure the jib is not subjected to shock loads from loads being dropped and by following proper work practices.

### Jib Extend Cylinders:

1. Always use the jib pin to anchor the jib to the jib bracket. Do not load the jib extend cylinder.

### What Terex will Do:

Terex will replace the affected hydraulic cylinder for any unit involved in this recall 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. The repair will take 1 hour for changing the master leveling cylinder, 4 hours for changing the boom tip leveling cylinder, 2 hours for changing the jib articulate cylinder, and 2 hours for changing the jib extend cylinder.

**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

# Terex Utilities Service Coverage 2016



**Watertown 800.233.7972**

1901 14<sup>th</sup> Avenue NW  
Watertown, SD 57201

**Shakopee 800.445.4268**

12565 Hwy 41 Frontage Rd  
Shakopee, MN 55379

**Waukesha 800.558.4004**

N4 W22610 Bluemound Rd  
Waukesha, WI 53186

**Bourbon 574.342.0086**

4470 Lincoln Hwy West  
Bourbon, IN 46504

**Medina 888.493.8326**

1175 Industrial Parkway  
Medina, OH 44256

**Thomasville 800.858.9570**

5273 Lincoln Hwy West  
Thomasville, PA 17364

**Seattle 206.764.5025**

9426 - 8<sup>th</sup> Avenue  
Seattle, WA 98108

**Portland 503.620.0611**

12805 SW 77<sup>th</sup> Place  
Tigard, OR 97223

**Stockton 209.242.7104**

2610 Lycoming Way  
Stockton, CA 95206

**Fontana 909.565.1234**

8594 Cherry Avenue  
Fontana, CA 92335

**Phoenix 602.256.0162**

4920 W. Magnolia Street  
Phoenix, AZ 85043



**Fort Worth 817.698.8004**

1300 S. Sylvania Avenue  
Fort Worth, TX 76111

**San Antonio 210.476.7777**

142 Gemblor Road  
San Antonio, TX 78219

**Denver 303.202.0304**

18000 E. 22<sup>nd</sup> Avenue  
Aurora, CO 80011

**North Little Rock 501.945.6100**

309 Dixie Street  
North Little Rock, AR 72114

**Birmingham 205.841.6411**

4120 Lewisburg Road  
Birmingham, AL 35207

**White House 615.672.4911**

200 Eden Way  
White House, TN 37189

**Charlotte 704.654.3903**

11945 Goodrich Drive  
Charlotte, NC 28273

**Glen Allen 804.752.2811**

11072 Washington Hwy  
Glen Allen, VA 23059

**Terex Utilities Service Center**

**Distributors**

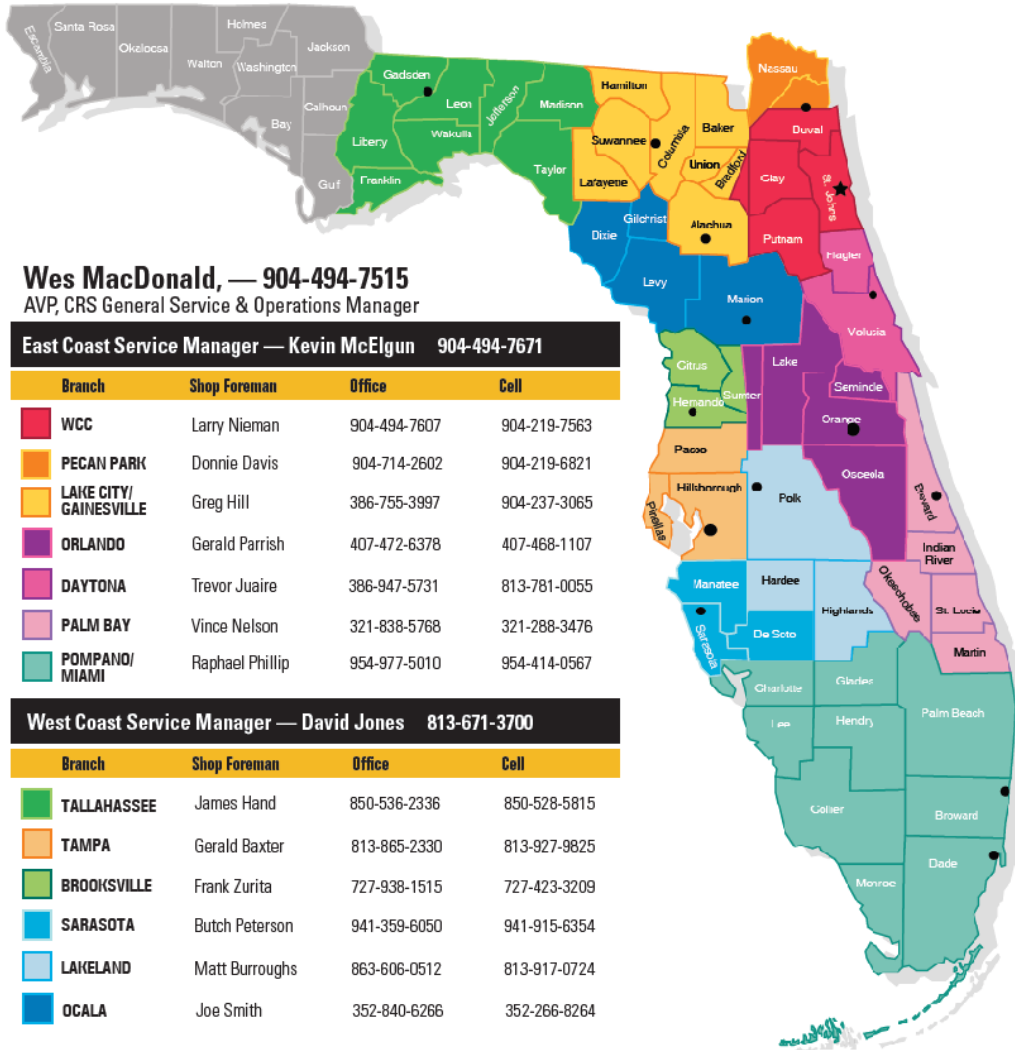
**James A. Kiley Co.** – See Reverse

**Ring Power Corp.** – See Reverse

**James A. Kiley Co.**  
(See Reverse Side)

**Ring Power Corp.**  
(See Reverse Side)

# Ring Power Corporation



**Wes MacDonald, — 904-494-7515**  
 AVP, CRS General Service & Operations Manager

**East Coast Service Manager — Kevin McElgun 904-494-7671**

Branch	Shop Foreman	Office	Cell
WCC	Larry Nieman	904-494-7607	904-219-7563
PECAN PARK	Donnie Davis	904-714-2602	904-219-6821
LAKE CITY/ GAINESVILLE	Greg Hill	386-755-3997	904-237-3065
ORLANDO	Gerald Parrish	407-472-6378	407-468-1107
DAYTONA	Trevor Juaire	386-947-5731	813-781-0055
PALM BAY	Vince Nelson	321-838-5768	321-288-3476
POMPANO/ MIAMI	Raphael Phillip	954-977-5010	954-414-0567

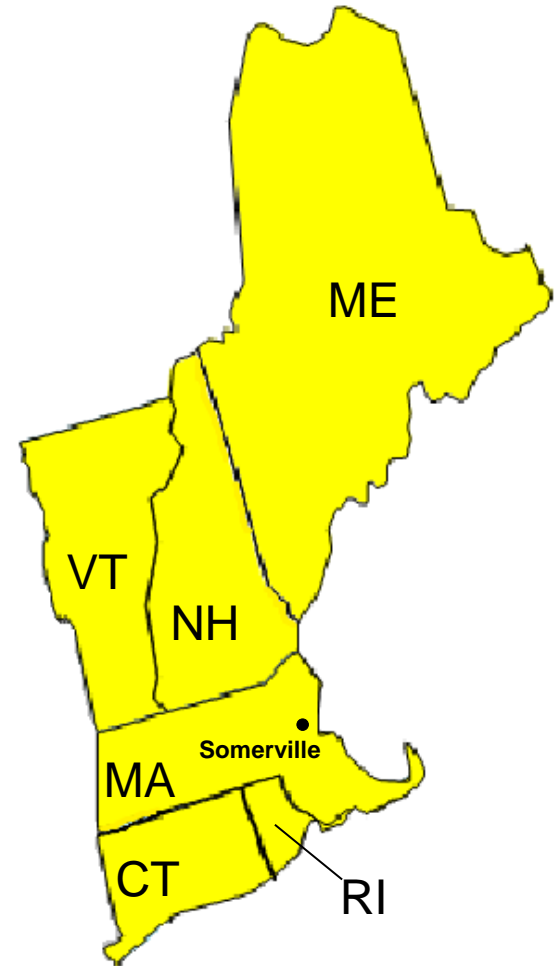
**West Coast Service Manager — David Jones 813-671-3700**

Branch	Shop Foreman	Office	Cell
TALLAHASSEE	James Hand	850-536-2336	850-528-5815
TAMPA	Gerald Baxter	813-865-2330	813-927-9825
BROOKSVILLE	Frank Zurita	727-938-1515	727-423-3209
SARASOTA	Butch Peterson	941-359-6050	941-915-6354
LAKE LAND	Matt Burroughs	863-606-0512	813-917-0724
Ocala	Joe Smith	352-840-6266	352-266-8264

## FIELD SERVICE DISPATCHERS:

**NORTH FLORIDA (JACKSONVILLE):** Dwayne Schell — 904-376-5019 | **CENTRAL FLORIDA (ORLANDO):** Farid Coutinho — 407-557-4027 | **CENTRAL/SOUTH WEST FLORIDA:** Jesse Judd — 813-781-1567

# James A. Kiley Co.



**James A. Kiley Co. 617-776-0344**

15 Linwood St  
 Somerville, MA 02143