



IMPORTANT SAFETY RECALL – 16V-118

This notice applies to your vehicle

June 14, 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, 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 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. 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'

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

Safety Notice

SN621

DATE: 3/4/16

REVISED:

TO: Owners, Users, Dealers, and Installers

Models Affected: TLM WITH SIDE MOUNTED PLATFORM

SUBJECT: *TLM Boom Tip Leveling & Master Cylinder Clearance*

Issue:

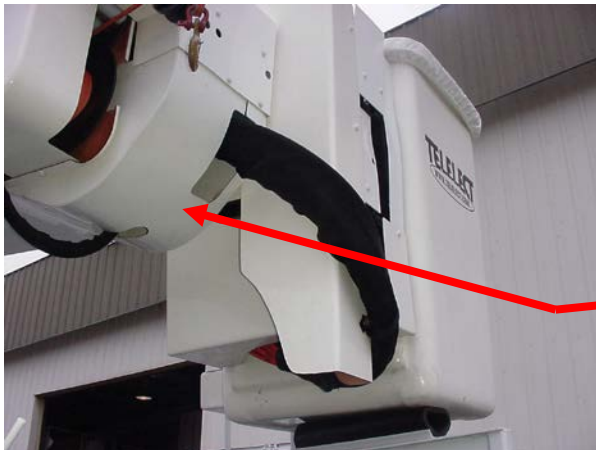
Terex Utilities became aware that it is possible that both the boom tip leveling cylinder and the master cylinder at the elbow can make contact with structural components. This contact can cause damage to the boom tip leveling cylinder rod eye and the master cylinder rod eye. Continued contact can cause cracks in the rod eye.

Failure of the master cylinder rod eye will result in the platform locking into position and stop leveling automatically. Failure of the boom tip leveling cylinder rod eye can result in the platform tilting unexpectedly and occupants falling from the platform.

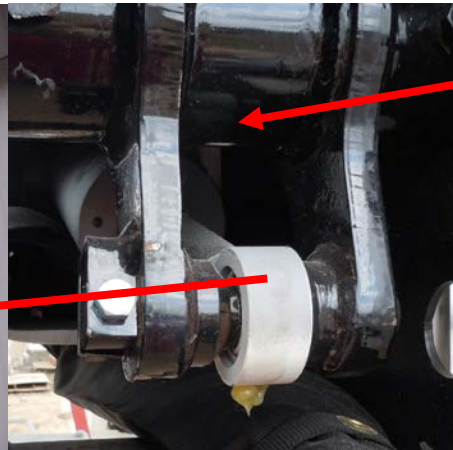
Action:

Immediately inspect for cracks on the boom tip leveling cylinder rod eye as shown below before further use of the machine.

1. Perform a visual inspection of the boom tip rod eye for cracks. Look especially around the area where the rod eye is welded to the rod. Also inspect the contact area for signs of contact in the painted surface. Also inspect the cylinder rod for chrome damage to determine if contact is evident.

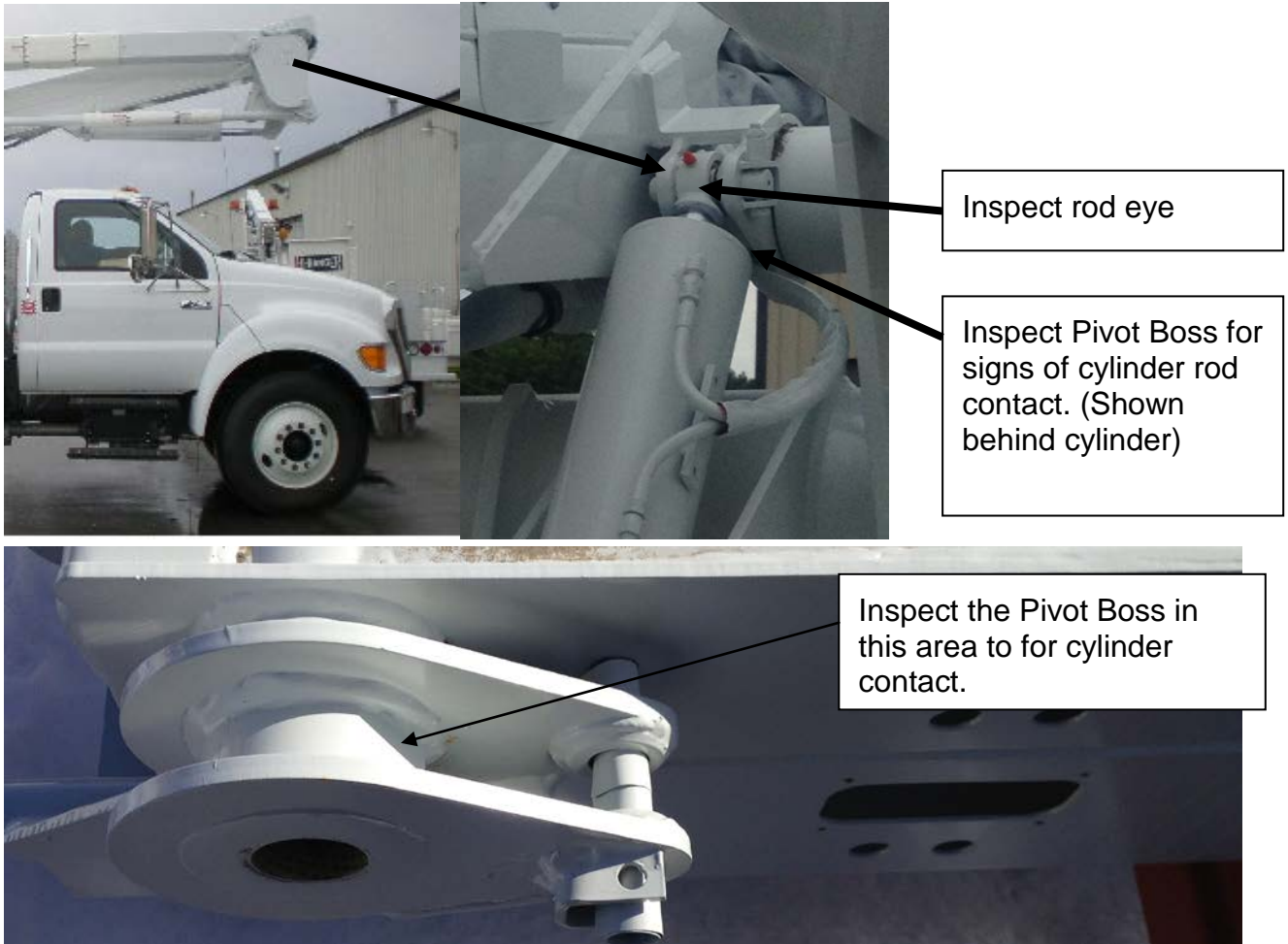


Area to inspect under cover at boom tip



View with cover removed

2. Perform a visual inspection for cracks in the rod eye areas shown below. Look especially around the area where the rod eye is welded to the rod.
3. Inspect the Pivot Boss for signs of the Master Leveling Cylinder rod contact when the upper boom is raised fully. Also inspect the cylinder rod for chrome damage to determine if contact is evident.



4. **If any cracks are detected in the cylinder rod eye do not operate the unit, take it out of service immediately.** Contact your local Terex dealer or TEREX Utilities at 605-882-4000 or email machine information to utilities.warranty@terex.com to arrange repair before further use.

Continued Use:

If no cracks are detected you may continue to use the unit provided:

1. All machine users and operators must be notified of these continued use requirements.
2. Both the boom tip and master leveling cylinder rod eyes are inspected for cracks weekly.
3. When operating at high boom angles approach maximum elevation slowly, not at full upper boom raise speed.

Note: Master cylinder rod eye 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 the intended position.

4. If Boom Tip Leveling Cylinder rod eye contact is indicated limit operating the upper boom at full down boom angle to prevent contact until repairs can be performed.
5. Do not manually tilt the platform in the maximum clockwise position.
6. If operating on slopes do not run the upper boom to the maximum down position.
Note: 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 can occur.
7. 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 to schedule an appointment for repair .
8. 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.

Always follow all maintenance and inspection requirements as specified in the manuals.

What Terex will do:

Because Terex Utilities is very concerned with operator safety please respond to this bulletin so Terex can repair all affected units.

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. You will be sent a form to complete for reimbursement. If the unit does not have cracks instruct the owner they may continue to operate following the frequent and periodic inspection requirements as instructed in manuals until reinforcement can be performed.

Important: Some of the involved units may be in rental fleets. You are required to complete the recall service on these units before renting, or to inform the renters 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