



IMPORTANT SAFETY RECALL – 16V-154

This notice applies to your vehicle

October 5, 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 turning off the ignition key or Master/PTO switch while the booms are elevated can inadvertently inflate the air suspension. This can lead to the outriggers lifting off the ground potentially causing instability. The involved units were manufactured from May 5, 2008 through February 26, 2016 and only apply to vehicles with air bag suspension systems. **Outriggers lifting off the ground can lead to instability which could result in the platform falling, increasing the risk of injury to the operator.**

WHAT TEREX UTILITIES WILL DO

Terex will re-configure the air suspension circuit at no cost to the owner. Installation will vary depending on kit required; Z1395 will take about 1 hour, Z1401 will take about 4 hours.

WHAT YOU SHOULD DO

1. Immediately inform all operators not to turn off the ignition key or master power while the boom is elevated. Only use the remote stop/start at the platform, pedestal, or near outrigger controls if equipped.
2. Contact your local Terex dealer or TEREX Utilities at 1-800-982-8975 or email machine information to utilites.warranty@terex.com to schedule an appointment for the air suspension repair within 45 days of receipt of this bulletin.

Continued Use:

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

1. When setting up the machine always deploy the outriggers so that they are set firmly on the ground and raise the chassis frame above ride height
2. 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>.

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

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 SN636.

Model	Serial Number	Z KIT REQUIRED
'model'	'Serial number'	'ZKIT'

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



Safety Notice

SN636

DATE: 4/7/16

REVISED:

TO: Owners, Users, Dealers, and Installers

Models Affected: C4000, C5000, C6000, GENERAL, GENERAL 80, RMX,
TM100, TM125, HR46, HRX55

SUBJECT: *Air suspension dump circuit*

Issue:

Terex Utilities has determined that turning off the ignition key or Master/PTO switch while the booms are elevated can inadvertently inflate the vehicle air suspension. This can lead to the outriggers lifting off the ground potentially causing instability. The involved units were manufactured from May 5, 2008 through February 26, 2016 and only apply to vehicles with air bag suspension systems. **Outriggers lifting off the ground can lead to instability which could result in the platform falling.**

Action:

What the owner must do:

1. Immediately inform all operators not to turn off the ignition key or master power while the boom is elevated. Only use the remote stop/start at the platform, pedestal, or near outrigger controls if equipped.
2. Contact your local Terex dealer or TEREX Utilities at 1-800-982-8975 or email machine information to utilites.warranty@terex.com to schedule an appointment for the air suspension repair within 45 days of receipt of this bulletin.

Continued Use:

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

1. When setting up the machine always deploy the outriggers so that they are set firmly on the ground and raise the chassis frame over ride height
2. Always follow all maintenance and inspection requirements as specified in the manuals.

What Terex will do:

Terex will re-configure the air suspension circuit 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 1-800-982-8975 for further instructions. You will be sent a form to complete for reimbursement. Expected repair time to be 1 hour for kit Z-1395 or 4 hours for kit Z-1401.

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