



IMPORTANT SAFETY RECALL – 16V-177

This notice applies to your vehicle

December 2, 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 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 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 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>.

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 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.**

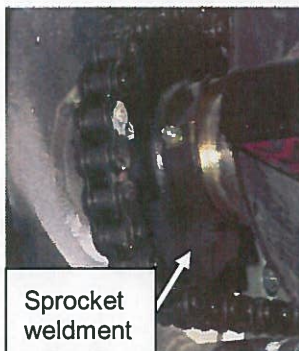
Action:

What the Owner must Do:

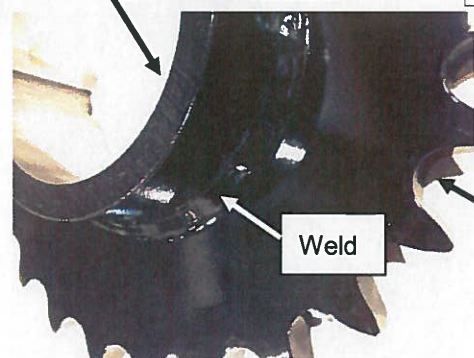
1. Immediately inspect the leveling sprocket weldment at the boom tip for a cracked weld between the hub and sprocket. Remove cover over boom tip, clean off the sides of the boom tip leveling sprocket, and then inspect the hub to sprocket weld for cracks.



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 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 to schedule an appointment to have a repair made.

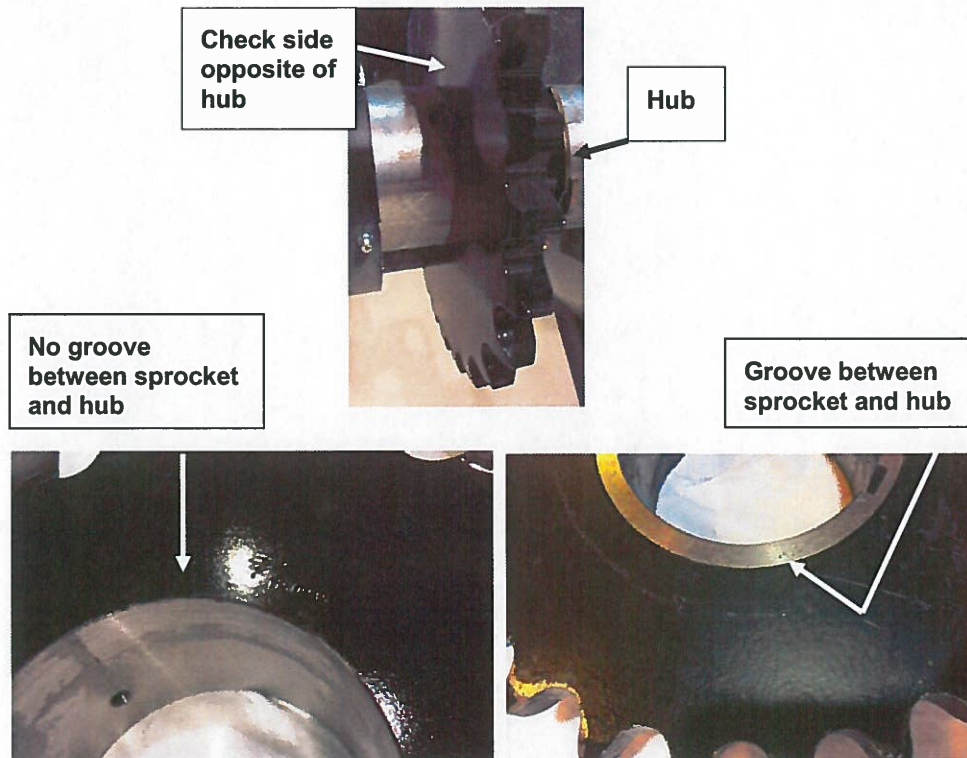
Continued Use:

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 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.

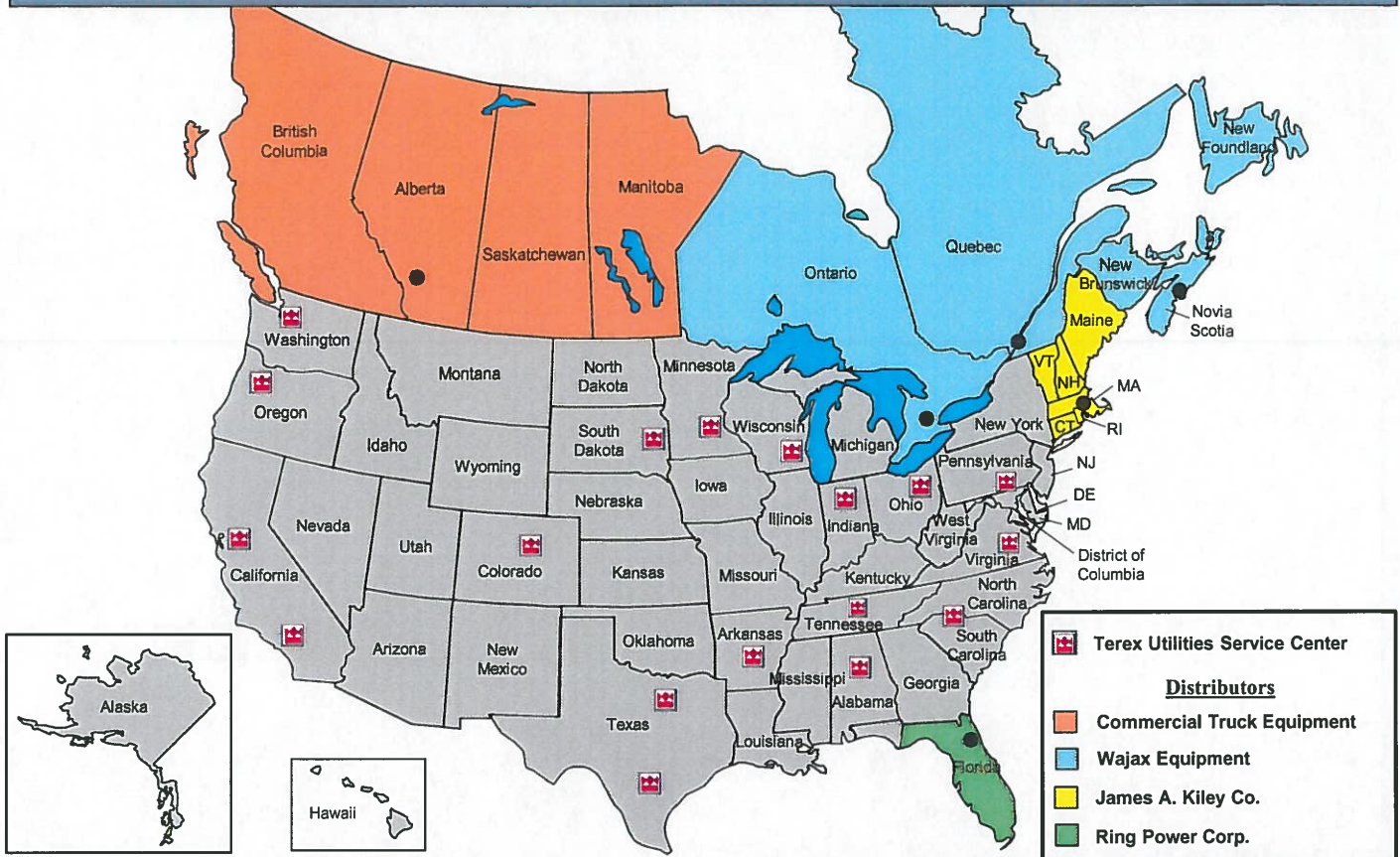
Important: Some of the involved units may be in rental fleets. You are required to complete the recall service on these units before renting, and to inform the renters of affected units within 10 days of receipt of this bulletin.

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

Terex Utilities Distribution Network



Terex Utilities

Seattle 206.764.5025

9426 - 8th Avenue
Seattle, WA 98108

Portland 503.620.0611

12805 SW 77th 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 Gemblar Road
San Antonio, TX 78219

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

Thomasville 800.858.9570

5273 Lincoln Hwy West
Thomasville, PA 17364

Medina 888.493.8326

1175 Industrial Parkway
Medina, OH 44256

Bourbon 574.342.0086

4470 Lincoln Hwy West
Bourbon, IN 46504

Waukesha 800.558.4004

N4 W22610 Bluemound Rd
Waukesha, WI 53186

Shakopee 800.445.4268

12565 Hwy 41 Frontage Rd
Shakopee, MN 55379

Watertown 800.233.7972

1901 14th Avenue NW
Watertown, SD 57201

Denver 303.202.0304

18000 E. 22nd Avenue
Aurora, CO 80011

Field Service 800.292.1931

Distributors

James A. Kiley Co 704.654.3903

15 Linwood Street
Somerville, MA 02143-2188

Ring Power Co. 904.737.7730

500 World Commerce Pkwy
St. Augustine, FL 32092

Commercial Truck 877.915.9140

11199 48 St SE
Calgary, AB T2C 5H4, Canada

Wajax Equipment 519.893.2942

815 Trillium Drive
Kitchener, ON N2R 1J9, Canada




Wajax Equipment 450.682.3737

2000 Rue John-Molson
Laval, Quebec H7T 0H4, Canada




Wajax Equipment 902.468.7352

151 Thornhill Drive
Dartmouth, NS B3B 1S2, Canada

Sample of window envelope, address shows through window.

 TEREX <i>Utilities</i> 500 Oakwood Road Watertown, SD 57201-6150	IMPORTANT SAFETY RECALL INFORMATION	
 U.S. Department of Transportation	Issued in Accordance With Federal Law	 NHTSA www.nhtsa.gov
SAFETY RECALL NOTICE		
<p>"Customer's Name" "Address" "City", "State" "Zip Code"</p>		

Alternate format: Normal envelope, with address label or printed envelope.

 TEREX <i>Utilities</i> 500 Oakwood Road Watertown, SD 57201-6150	IMPORTANT SAFETY RECALL INFORMATION	
 U.S. Department of Transportation	Issued in Accordance With Federal Law	 NHTSA www.nhtsa.gov
SAFETY RECALL NOTICE		
<p>"Customer's Name" "Address" "City", "State" "Zip Code"</p>		