



## **IMPORTANT SAFETY RECALL – 16V-435**

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

February 8, 2017

'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**

Eaton has notified Terex that a crack may exist in certain hydraulic motor shafts. Some aerial devices, digger derrick manufactured from January 1, 2016 through May 12, 2016 may contain this hydraulic motor that are used for unit rotation, material handling jib winch, or the front bumper winch. Replacement motors purchased in the same time frame may also be affected. **Failure of the unit rotation hydraulic motor shaft could result in unit rotation being disabled or in unintended boom movement if the shaft fails during rotation. Failure of the material handling jib winch hydraulic motor shaft could prevent lowering the load prior to lowering the boom. Failure of the front bumper winch hydraulic motor shaft could result in the loss of control of the load, increasing the risk of injury.**

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

Terex will provide a new hydraulic motor for any unit involved in this recall at no cost to the owner.

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

As soon as possible

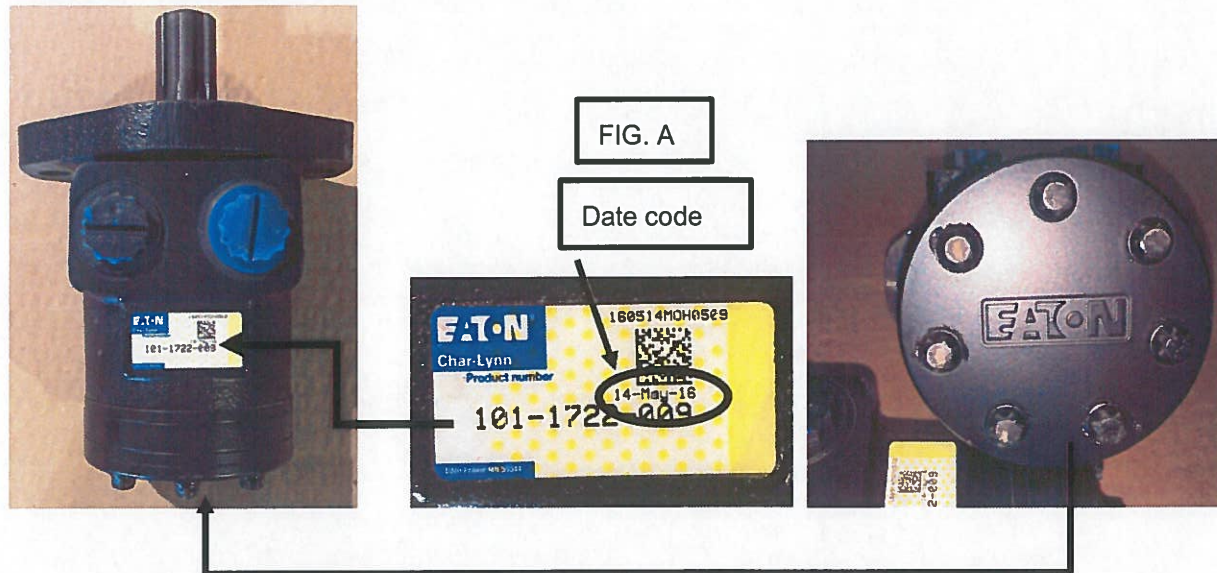
- 1) Inspect the unit rotation or winch hydraulic motors according to the inspection procedure below to determine if your unit is subject to this recall.
- 2) Follow the Continued Use Instructions in this bulletin if your unit is subject to this recall.
- 3) Contact Terex Utilities Warranty Department at 1-800-982-8975 for a replacement hydraulic motor.
- 4) After receiving the replacement hydraulic motor from Terex, install the new hydraulic motor or contact Terex at the above numbers to schedule replacement.
- 5) The affected unit rotation, material handling jib winch hydraulic motor, and front bumper winch hydraulic motor must be returned to Terex.

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

- 1) Forward this bulletin and owner letter to the owner of the machine in which the hydraulic motor was installed.

#### **Inspection Procedure:**

Locate the unit rotation hydraulic motor on the unit rotation gear box, the material handling jib winch hydraulic motor at the boom tip, or the front bumper winch hydraulic motor. Inspect the date code on the hydraulic motor tag. Reference FIG. A to identify the date code.



**Any EATON hydraulic motor with a date code between 26-Dec-15 and 30-Mar-16 is subject to the recall and will need the hydraulic motor replaced.**

Any EATON hydraulic motor with a date code before 26-Dec-15 or after 30-Mar-16 is not subject to this recall. Any hydraulic motor other than Eaton is not subject to this recall.

### 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

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 motor shaft in the affected range fails in any of the three continued use sections, 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.

#### Unit Rotation Hydraulic Motor:

1. Set up the unit to within 2 degrees of being level.
2. Ease into and off unit rotation. Avoid sudden start and stop rotation movements. Do not operate unit rotation at full speed.
3. If unit rotation stops working use the manual rotation shaft on the rotation gear box to rotate the unit.

#### Material Handling Winch Hydraulic Motor:

1. Do not exceed the lowest weight value on the load chart when lifting material with the jib winch.
2. If material handling winch operation stops working remove the load if possible or lower the boom to the ground and remove load.

#### Front Bumper Winch and Capstan Hydraulic Motor:

1. Do not use the winch or capstan for any lifting application.
2. If front bumper winch capstan operation stops working tie off and secure load.



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 SN641 and indicate which motor(s) require replacement.

Model	Serial Number	Unit Rotation	Boom Tip Winch	Bumper Winch
'model'	'Serial number'	'Part Number'	'Part Number'	'Part Number'



# TEREX®

## Safety Notice

## SN641

DATE: 8/2/16

REVISED:

TO: Owners, Users, Dealers, and Installers

Models Affected: C4000, C5000, C6000, HR, HRX, LT, LTM, TC, TCX, TLM, XT Pro

SUBJECT: Eaton Hydraulic Motor

### Issue:

Eaton has notified Terex that a crack may exist in certain hydraulic motor shafts. Some aerial devices, digger derrick manufactured from January 1, 2016 through May 12, 2016 may contain this hydraulic motor that are used for unit rotation, material handling jib winch, or the front bumper winch. Replacement motors purchased in the same time frame may also be affected. **Failure of the unit rotation hydraulic motor shaft could result in unit rotation being disabled or in unintended boom movement if the shaft fails during rotation. Failure of the material handling jib winch hydraulic motor shaft could prevent lowering the load prior to lowering the boom which could result in instability. Failure of the front bumper winch hydraulic motor shaft could result in the loss of control of the load, increasing the risk of injury.**

### Action:

#### What the Owner must Do:

As soon as possible

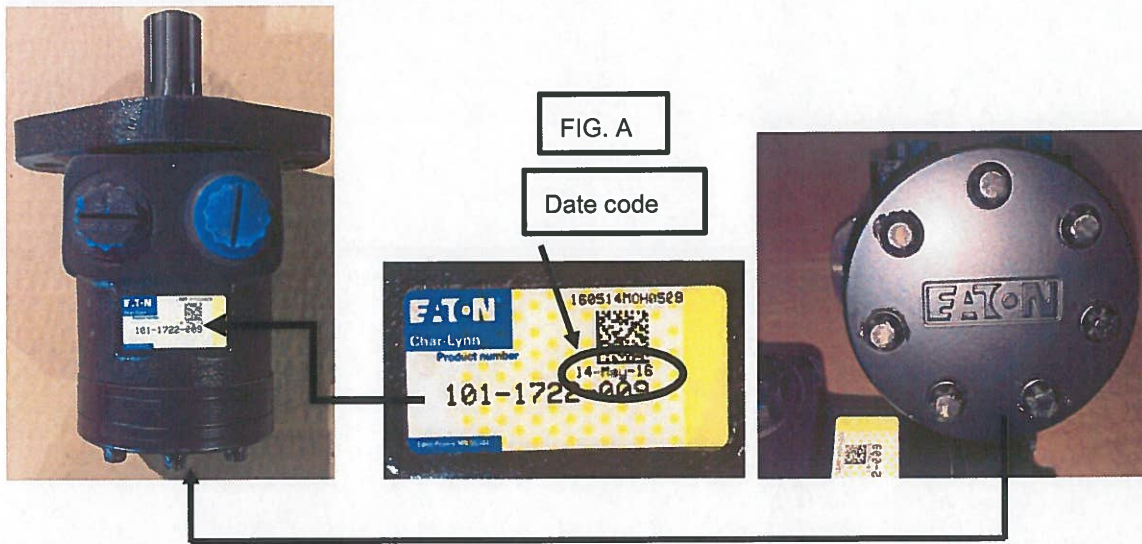
- 1) Inspect the unit rotation or winch hydraulic motors according to the inspection procedure below to determine if your unit is subject to this recall.
- 2) Follow the Continued Use Instructions in this bulletin if your unit is subject to this recall.
- 3) Contact Terex Utilities Warranty Department at 1-800-982-8975 for a replacement hydraulic motor.
- 4) After receiving the replacement hydraulic motor from Terex, install the new hydraulic motor or contact Terex at the above numbers to schedule replacement.
- 5) The affected unit rotation, material handling jib winch hydraulic motor, and front bumper winch hydraulic motor must be returned to Terex.

#### What to do if you purchased an affected motor:

- 1) Forward this bulletin and owner letter to the owner of the machine in which the hydraulic motor was installed.

#### Inspection Procedure:

Locate the unit rotation hydraulic motor on the unit rotation gear box, the material handling jib winch hydraulic motor at the boom tip, or the front bumper winch hydraulic motor. Inspect the date code on the hydraulic motor tag. Reference FIG. A to identify the date code.



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### **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 motor shaft in the affected range fails in any of the three continued use sections, 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.

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1. Do not exceed the lowest weight value on the load chart when lifting material with the jib winch.
2. If material handling winch operation stops working remove the load if possible or lower the boom to the ground and remove load.

#### **Front Bumper Winch and Capstan Hydraulic Motor:**

1. Do not use the winch or capstan for any lifting application.
2. If front bumper winch capstan operation stops working tie off and secure load.



# TEREX®

**What Terex will Do:**

Terex will provide a new hydraulic motor 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 unit rotation hydraulic motor, 2 hours for changing the material handling jib winch hydraulic motor, and 2 hours for changing the front bumper winch hydraulic motor.

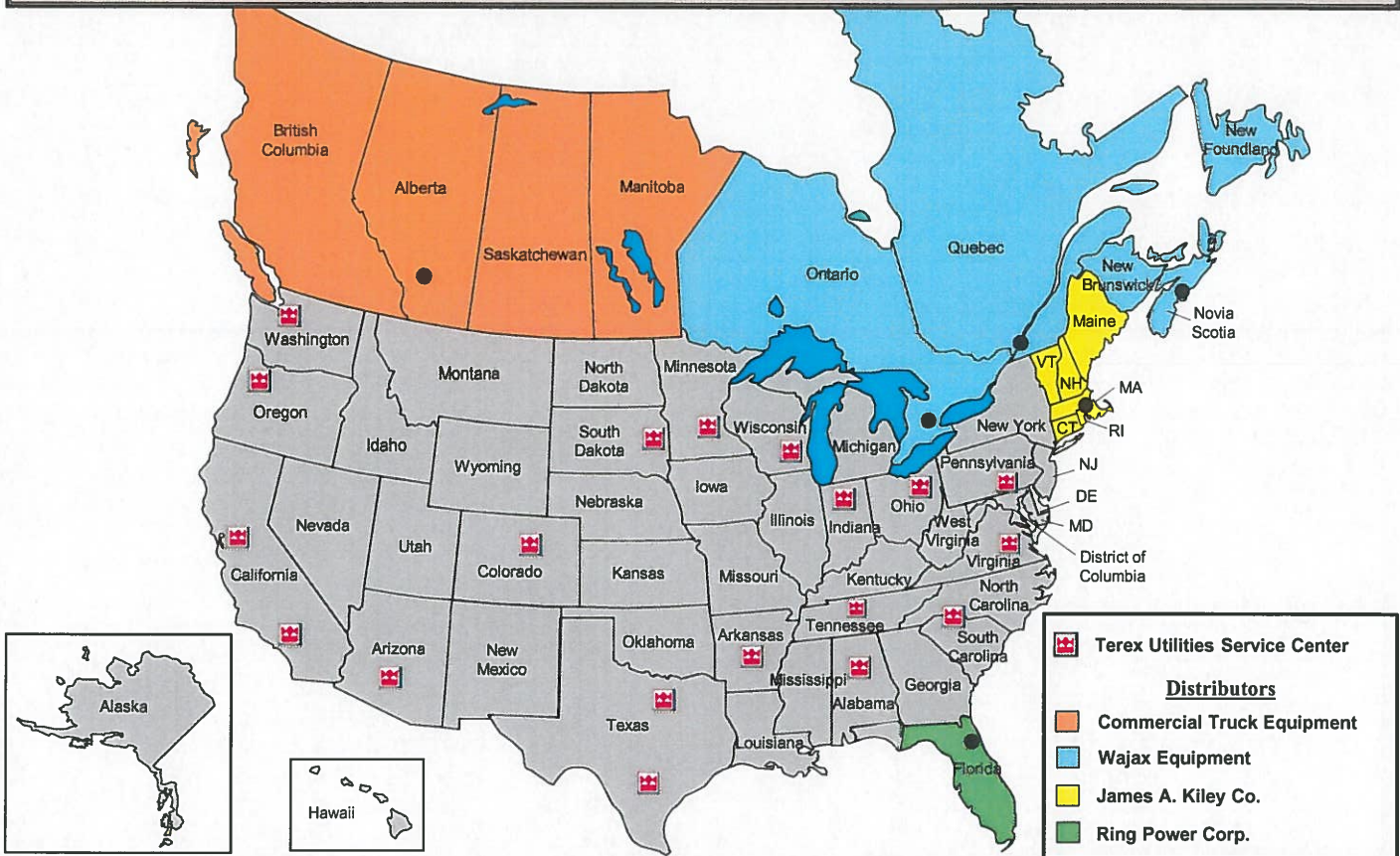
**Important:** Some of the involved units may be in rental fleets. You are required to complete the recall service on these units before renting, and to inform the renters of affected units within 10 days of receipt of this bulletin.

**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 Network



## Terex Utilities

<b>Seattle</b> 206.764.5025 9426 - 8 <sup>th</sup> Avenue Seattle, WA 98108	<b>North Little Rock</b> 501.945.6100 309 Dixie Street North Little Rock, AR 72114	<b>Bourbon</b> 574.342.0086 4470 Lincoln Hwy West Bourbon, IN 46504
<b>Portland</b> 503.620.0611 12805 SW 77 <sup>th</sup> Place Tigard, OR 97223	<b>Birmingham</b> 205.841.6411 4120 Lewisburg Road Birmingham, AL 35207	<b>Waukesha</b> 262.547.8500 N4 W22610 Bluemound Rd Waukesha, WI 53186
<b>Stockton</b> 209.242.7104 2610 Lycoming Way Stockton, CA 95206	<b>White House</b> 615.672.4911 200 Eden Way White House, TN 37189	<b>Shakopee</b> 952.445.1555 12565 Hwy 41 Frontage Rd Shakopee, MN 55379
<b>Fontana</b> 909.565.1234 8594 Cherry Avenue Fontana, CA 92335	<b>Charlotte</b> 704.654.3903 11945 Goodrich Drive Charlotte, NC 28273	<b>Watertown</b> 605.882.3004 1901 14 <sup>th</sup> Avenue NW Watertown, SD 57201
<b>Phoenix</b> 602.256.0162 4920 W. Magnolia Street Phoenix, AZ 85043	<b>Glen Allen</b> 804.752.2811 11072 Washington Hwy Glen Allen, VA 23059	<b>Denver</b> 303.202.0304 18000 E. 22 <sup>nd</sup> Avenue Aurora, CO 80011
<b>Fort Worth</b> 817.698.8005 1300 S. Sylvania Avenue Fort Worth, TX 76111	<b>Thomasville</b> 717.650.1044 5273 Lincoln Hwy West Thomasville, PA 17364	<b>Field Service</b> 800.292.1931
<b>San Antonio</b> 210.476.7777 142 Gemblar Road San Antonio, TX 78219	<b>Medina</b> 330.722.6900 1175 Industrial Parkway Medina, OH 44256	

## Distributors

<b>Commercial Truck</b> 877.915.9140 11199 48 St SE Calgary, AB T2C 5H4, Canada
<b>Wajax Equipment</b> 519.893.2942 815 Trillium Drive Kitchener, ON N2R 1J9, Canada
<b>Wajax Equipment</b> 450.682.3737 2000 Rue John-Molson Laval, Quebec H7T 0H4, Canada
<b>Wajax Equipment</b> 902.468.7352 151 Thornhill Drive Dartmouth, NS B3B 1S2, Canada
<b>James A. Kiley Co.</b> 617.776.0344 15 Linwood Street Somerville, MA 02143-2188
<b>Ring Power Co.</b> 904.737.7730 500 World Commerce Pkwy St. Augustine, FL 32092