



TEREX®

IMPORTANT SAFETY RECALL – 16V-477

This notice applies to your vehicle

March 1, 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

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 to arrange repair before further use.

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



TEREX®

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. 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'

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



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

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:

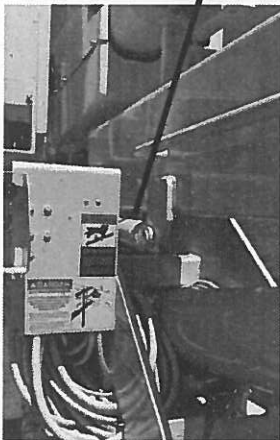
- 1) Immediately inspect the hydraulic cylinder according to the inspection procedure below to determine if your unit is subject to this recall.
- 2) Follow the Continued Use Instructions in this bulletin if your unit is subject to this recall.
- 3) Contact Terex Utilities Warranty Department at 1-800-982-8975 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.
- 5) Return the affected hydraulic cylinder through the Terex Warranty System.

What to do if you purchased an affected cylinder:

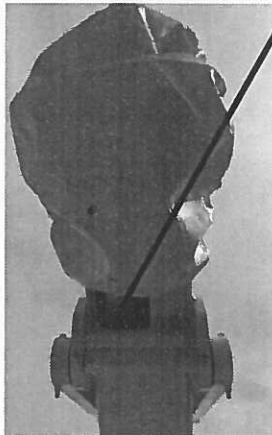
- 1) Forward this bulletin and owner letter to the owner of the machine in which any of the hydraulic cylinders were installed within 10 days of receipt of this notice.
- 2) If you still have a cylinder you purchased which is affected by this recall, do not install it on a unit. Contact Terex Utilities 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.

Inspection Procedure:

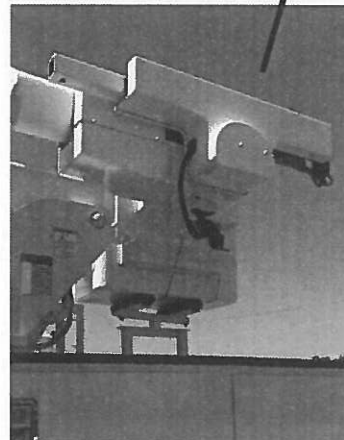
Using figure A, locate the hydraulic cylinders for the leveling and jib functions. Boom tip covers will need to be removed to inspect the jib articulation and jib extend cylinders. Using figure B, inspect the date code on the hydraulic cylinder. Note that some units will not have a hydraulic extend jib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



Master Leveling
Cylinder



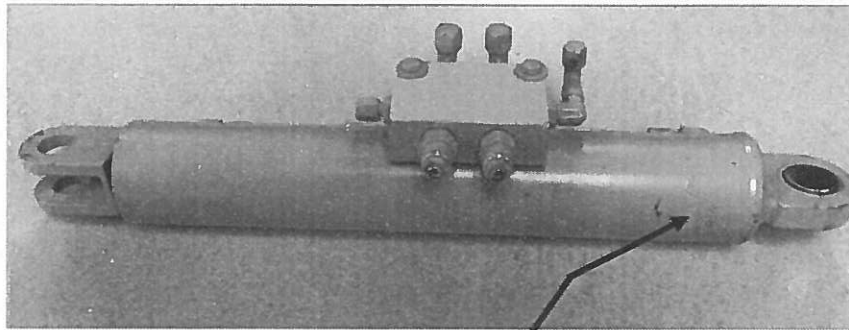
Boom Tip
Leveling Cylinder



Jib Tilt and Extend
Cylinder

Figure A. Hydraulic Cylinder Location

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



Serial Number

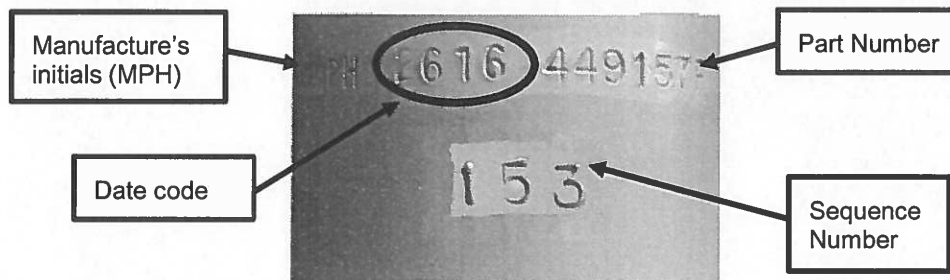


Figure B. Hydraulic Cylinder Date Code

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 27th, 2016). Sequence number 153 represents this was the 153rd cylinder manufactured in week 26 in 2016.

Any MPH hydraulic cylinder that has a date code between 1316 and 2416 (March 28th, 2016 through June 17th, 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 28th, 2016 and after June 17th, 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.

"R" stamped before the Sequence Number indicates this cylinder is not included in this recall



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 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.

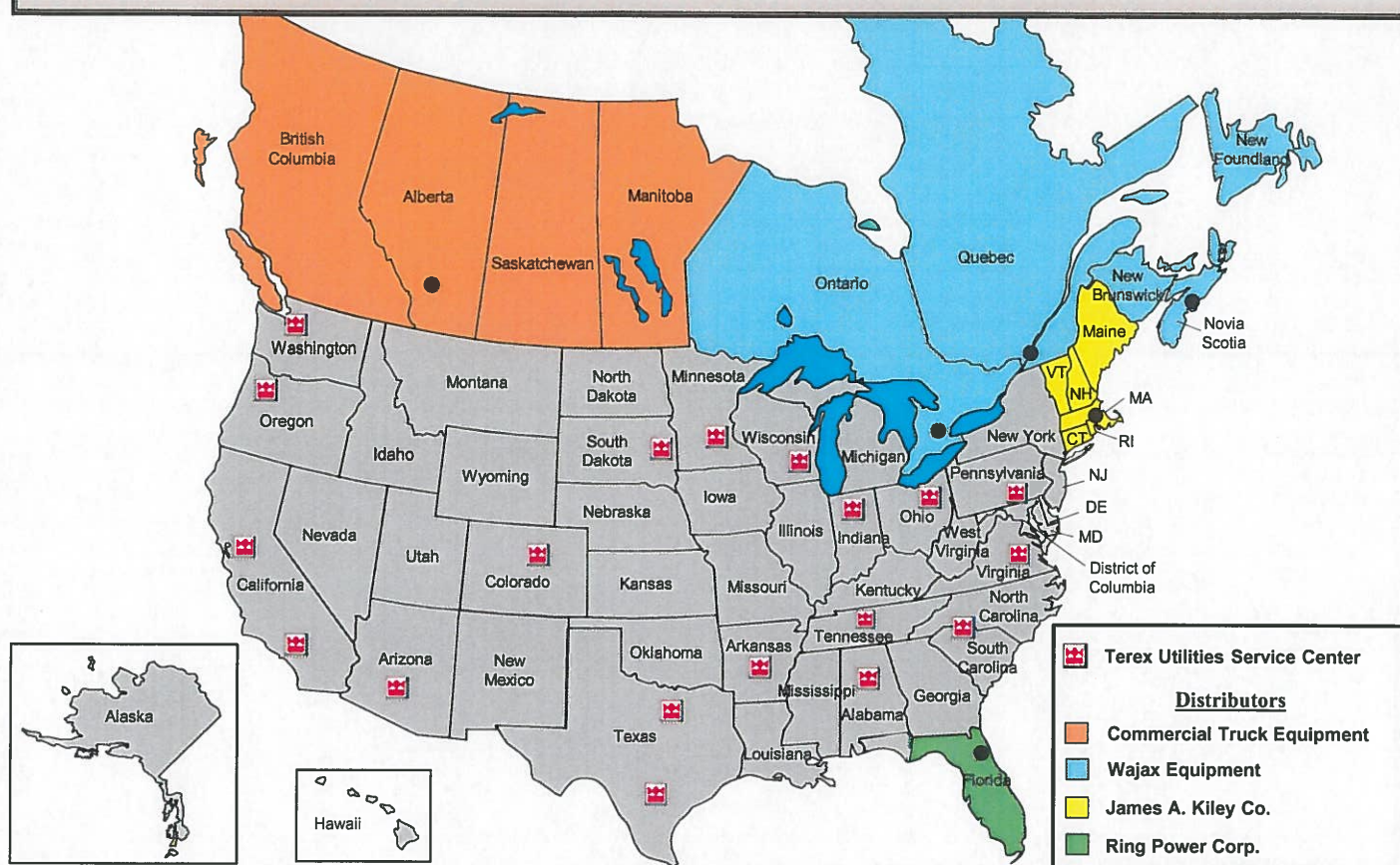
Note to Owners: If the manufacturer or their dealer has failed or is unable to remedy the defect/noncompliance condition without charge or within a reasonable amount of time you can notify:

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

Terex Utilities Service Network



Terex Utilities

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

Distributors

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
James A. Kiley Co. 617.776.0344 15 Linwood Street Somerville, MA 02143-2188
Ring Power Co. 904.737.7730 500 World Commerce Pkwy St. Augustine, FL 32092