

Olson, Jim

Subject: FW: Safety Notice 659 Freightliner SmartPlex Programming
Location: Watertown - Conference Room 501 Downstairs - "HI-RANGER"

Start: Wed 5/31/2017 9:45 AM
End: Wed 5/31/2017 10:05 AM
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: Kolden, Les
Subject: Safety Notice 659 Freightliner SmartPlex Programming
When: Wednesday, May 31, 2017 9:45 AM-10:05 AM (UTC-06:00) Central Time (US & Canada).
Where: Watertown - Conference Room 501 Downstairs - "HI-RANGER"

All,

We'll be hosting a conference call tomorrow regarding Safety Notice 659 and Freightliner SmartPlex programming. The Defect Information Report has previously been sent to NHTSA and may generate questions from your customers. While you can share information with them, please DO NOT send them any of the attached information. Attached is the Safety Notice 659 bulletin, customer information sheet and unit list for your review. At this time we don't have a projected first mailing date for the owners letters.

We're asking the owners to send us the completed information sheet. After verifying the information with our records, we will supply this information to Freightliner. Freightliner will then be responsible for contacting that owner and arranging a time and place to complete the reprogramming of the SmartPlex system and a function check of the unit's auxiliary controls such as stop/start, engine two speed, etc. that are controlled through the SmartPlex system.

The conference call schedule is as follows (all times are Central Time):

9:45-10:05am TU branches, managers and account managers

1

Domestic: 866-203-7023
International: 480-337-3614
Conference Code: 804 496 3053

My apologies for the short notice.
If you have any questions, please let me know.

Regards,
Les



SN659.pdf



Customer
Information she...



SN659 Unit owner
list.xlsx

Les Kolden
Warranty Support Coordinator
Terex Utilities
T +1 605-882-5562



TEREX®

Safety Notice

SN-659

DATE: 5/29/17

REVISED:

TO: Owners, Users, Dealers, and Installers

Models Affected: TC, TM, TCX, Aerials, Digger Derricks

SUBJECT: Freightliner SmartPlex Programming

Issue:

Terex has become aware of Freightliner vehicles, using the SmartPlex computer system, disabling auxiliary engine controls. If the hood switch indicates open or a hood switch failure occurs, the logic in the SmartPlex computer may disable the auxiliary engine controls (such as engine stop/start, two speed throttle, and auxiliary let down). In some cases, the SmartPlex computer will also disengage the Power Take Off (PTO), causing the engine to return to idle mode and shut down after five minutes. **If the SmartPlex computer system does not detect the hood switch signal, an emergency remote engine stop may not be possible.**

Action:

What the Owner must Do:

1. Verify you are the owner of the unit serial numbers listed on the owner letter addressed to you.
2. Complete the owner information form enclosed with the owner letter and return the form to utilities.warranty@terex.com or fax to 1-605-882-5579. It will be important to include the unit serial number, vehicle VIN, unit location and contact information for arranging repair.
3. If you are no longer the owner of an affected unit, send the unit serial number and buyer contact information to utilities.warranty@terex.com or fax to 1-605-882-5579.
4. Terex recommends the completion of this bulletin to take place within 60 days. If you have not been contacted to arrange a time for repair within 60 days of receipt of this bulletin and owner letter, contact Terex Utilities Warranty at 1-800-982-8975 or email utilities.warranty@terex.com.

Continued Use:

All machine users and operators must be notified of the following requirements for continued use of affected machines:

1. Ensure the hood is closed at all times the aerial or digger is in use.
2. Be aware that if the hood switch fails or indicates the hood is open, the PTO may disengage and auxiliary engine controls may not work.

What Terex will do:

Terex Utilities will facilitate arrangements with Freightliner to make the appropriate repairs. The SmartPlex computer program will be updated to only allow the vehicle hood switch to prevent a remote engine start.

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



TEREX®

Dealers and Installers: A letter is being sent to owners of affected units. If an owner contacts you about this bulletin; contact TEREX Utilities Warranty, at 1-800-982-8975, for further instructions.

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 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 and local industry standards (e.g. ANSI, CSA) requires that the purchaser of a Terex unit report to Terex the model and serial number of each machine sold, as well as the name, address, and telephone number of the new owner, within 60 days of the sale. Use the Owner Update Form in the manual to update the owner status of any of your machines.

Terex, OSHA and local industry standards, also require that the manufacturer's bulletins be completed. It is your responsibility to communicate this important information to all machine owners and applicable branches. If you require additional copies of this or have any questions, please contact TEREX Utilities at 1-800-982-8975.

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

SAFETY NOTICE 659 CUSTOMER INFORMATION SHEET

(Please print legibly)

Lines marked "*" are mandatory information required.

Company Name: _____

*Contact Name: _____

*Phone Number: _____

Office: _____

Cell: _____

Chassis Manufacturer: FREIGHTLINER

*Chassis VIN: _____

Company Truck or Unit ID Number: _____

Terex Utilities Aerial or Digger Derrick Model: _____

*Terex Utilities Boom Serial Number: _____

*Physical Address/Location of the Above Equipment (to include zip code):

(If you own more than one vehicle involved with Safety Notice 659, please make as many additional copies of this form as necessary)

**Send the unit serial number and Freightliner chassis VIN information to utilities.warranty@terex.com or fax to 1-605-882-5579.