



# TEREX®

June 27, 2017

'owner'

'address1'

'city', 'state' 'zip'

## IMPORTANT SAFETY RECALL

Dear Hi Ranger Owner,

### REASON FOR BULLETIN

Terex Utilities has determined that 408 volt Hy-Power™ units, built between December 2007 and September 2016, may be equipped with 110 volt AC export power boxes that contain Ground Fault Interrupt (GFI) circuit breakers not rated for personnel protection. **If a ground fault occurs while using the export power an electrical shock can possibly occur, increasing the risk of injury.**

### WHAT TEREX UTILITIES WILL DO

Terex will repair the affected export power box for any unit involved in this recall at no cost to the owner. If required the repair will take about 4 hours.

### WHAT THE OWNER MUST DO

1. Immediately inspect your unit by locating the export power box as shown in Figure A of the bulletin SN658 and inspect the circuit breakers as shown in Figure B to determine the manufacturer of the circuit breakers. Only export power boxes that contain **CBI** manufactured circuit breakers are subject to this bulletin and must be replaced.
2. Once the inspection is complete and CBI circuit breakers are identified, contact your local Terex authorized dealer.
3. Follow the Continued Use instructions in this bulletin.
4. Terex recommends you complete the replacement as soon as possible, no later than 60 days from receipt of this bulletin.
5. After replacement is complete, fill out the completion form enclosed with the owner letter and return it to the Terex Utilities Warranty Department at [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com) or fax to 1-605-882-5579.

### CONTINUED USE

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

1. Do not use the export power supply, shown in Figure A of the bulletin, until the GFI is inspected and replaced as necessary.
2. Open breakers shown in Figure B of the bulletin and Lock-Out-Tag-Out the affected export power box circuit breaker cover per your company's procedure.
3. Follow all maintenance and inspection requirements specified in the manuals.

For machines equipped with 110V duplex outlets on the perimeter of the unit, they may continue to be used.

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

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 SN658.

Model	Serial Number
'model'	'Serial number'

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

**Safety Notice****SN-658**

DATE: 5/17/2017

REVISED:

TO: Owners, Users, Dealers, and Installers

Models Affected: C4000, FC, HR, HRX, SCM, TC, TCX, TL, TPL, XT

SUBJECT: *GFI circuit breakers on 408 volt Hy-Power<sup>™</sup> units***Issue:**

Terex Utilities has determined that 408 volt Hy-Power<sup>™</sup> units, built between December 2007 and September 2016, may be equipped with 110 volt AC export power boxes that contain Ground Fault Interrupt (GFI) circuit breakers not rated for personnel protection. **If a ground fault occurs while using the export power supply an electrical hazard may exist.**

**Action:****What the Owner must Do:**

1. Immediately inspect your unit by locating the export power box as shown in Figure A and inspect the circuit breakers as shown in Figure B to determine the manufacturer of the circuit breakers. Only export power boxes that contain **CBi** manufactured circuit breakers are subject to this bulletin and must be replaced.

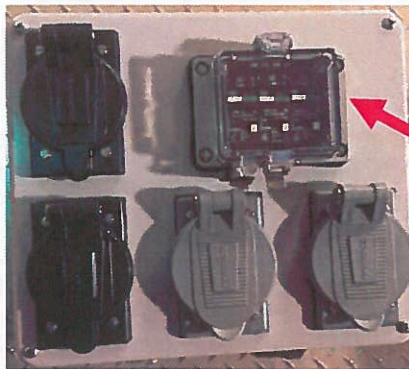


Figure A

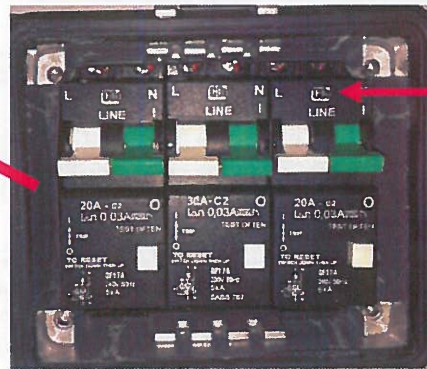


Figure B

**CBi  
Manufacturer  
Label**

2. Once the inspection is complete and CBi circuit breakers are identified, contact your local Terex authorized dealer.
3. Follow the Continued Use instructions in this bulletin.
4. Terex recommends you complete the replacement as soon as possible, no later than 60 days from receipt of this bulletin.
5. After replacement is complete, fill out the completion form enclosed with the owner letter and return it to the Terex Utilities Warranty Department at [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com) or fax to 1-605-882-5579.

## **Continued Use:**

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

1. Do not use the export power supply, shown in Figure A, until the GFI is inspected and replaced as necessary.
2. Open breakers shown in Figure B and Lock-Out-Tag-Out the affected export power box circuit breaker cover per your company's procedure.
3. Follow all maintenance and inspection requirements specified in the manuals.

For machines equipped with 110V duplex outlets on the perimeter of the unit, they may continue to be used.

## **What Terex will Do:**

Terex will repair the affected export power box 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 Warranty at 1-800-982-8975 for applicable parts and further instructions. It may take up to 4 hours to change the circuit breakers in the export power box.

**Important:** Some of the affected 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 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 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 SN658

## Customer Performed Inspection Completion Form

**GFI Circuit Breakers on 408 volt Hy-Power units**  
PLEASE PRINT LEGIBLY

Please perform the inspection process as outlined in the "What the Owner Must Do" portion of the enclosed safety notice SN658. If your unit has the correct circuit breakers please complete this form, confirming your unit is excluded from this safety notice, and return to Terex Utilities using one of the methods at the bottom of this page.

If your unit has the "CBI" branded circuit breakers as noted on the Safety Notice 658 bulletin, please follow the "Continued Use" guidelines noted on the safety notice SN658 and contact Terex Utilities at 1-800-982-8975 or email [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com) for assistance.

**UNIT INFORMATION (\*REQUIRED)**

**CHECK if new owner**

Customer Truck # \_\_\_\_\_

\*Owner Name: \_\_\_\_\_

Owner Phone Number: \_\_\_\_\_

\*Address req'd if new owner \_\_\_\_\_

\*Truck VIN # \_\_\_\_\_

\*Unit Serial Number: \_\_\_\_\_

**INSPECTION PERFORMED BY (\*REQUIRED)**

\* Date of Inspection \_\_\_\_\_

\* Name of company employee completing inspection: \_\_\_\_\_

\* Company location: \_\_\_\_\_



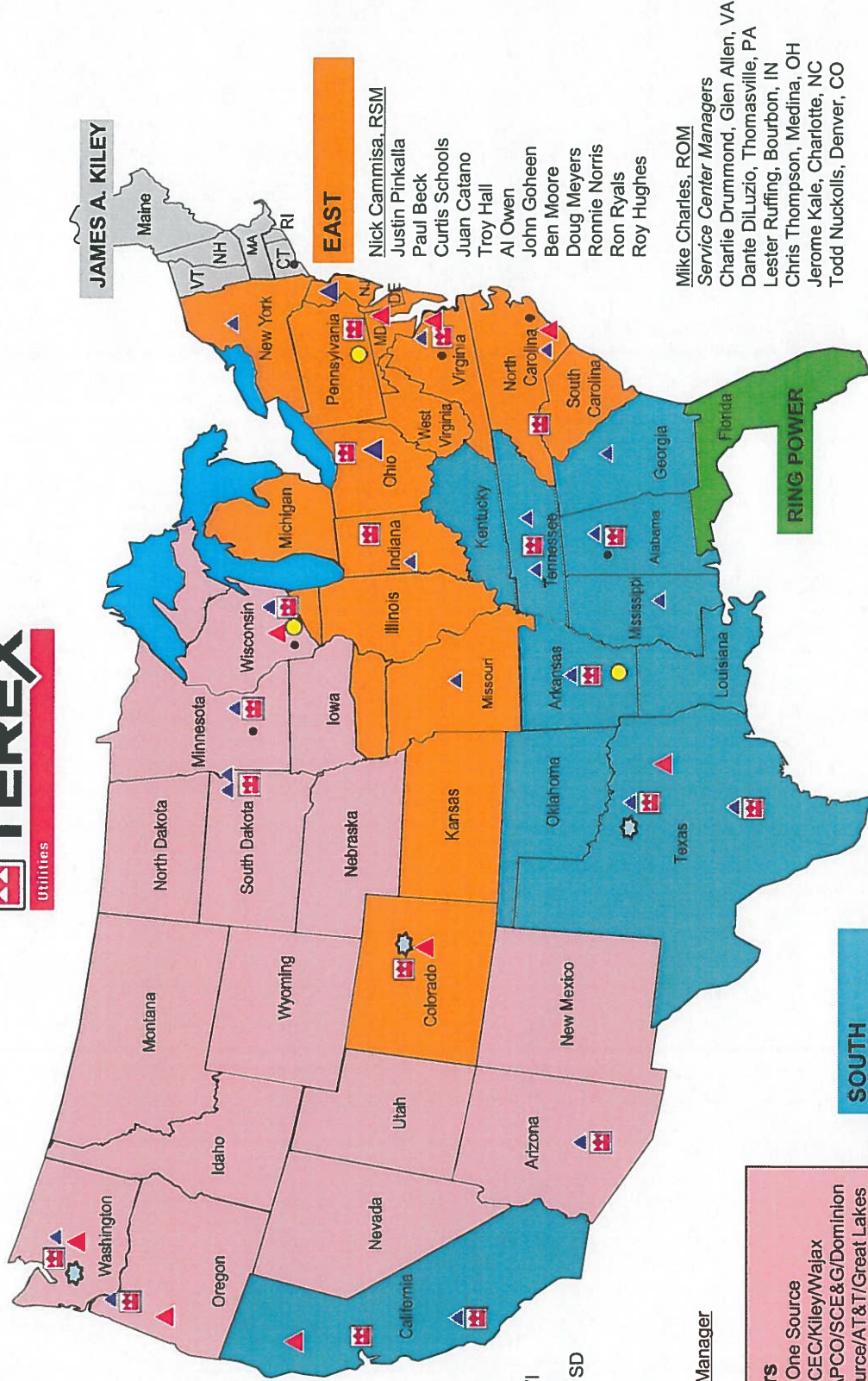
**Circuit breakers inspected as detailed on the Safety Notice 658 bulletin and ALL are marked with the "EATON" brand name. (By checking this box you are confirming your unit is excluded from this campaign.) Please return this completed form to Terex Utilities using the information at the bottom of this page.**

**Work Order:** \_\_\_\_\_

**Comments:** \_\_\_\_\_

FAX THIS COMPLETED FORM TO TEREX UTILITIES WARRANTY DEPT. AT (605)882-5579 OR SEND EMAIL TO [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com)

# Terex Utilities Sales & Service Coverage 2016



**JAMES A. KILEY**

## WEST

- Lissa Brady, RSM
- Chuck Krieger
- Rick Barrett
- Jeff Koosman
- Ben Pahl
- Rob Bahneman
- Nathan Glass
- Drew Anderson
- Greg Adler

- Jerry Kienast, ROM
- Service Center Managers
- Aaron Williamson, Seattle, WA
- Gerry Koretke, Portland, OR
- Jeremy Dehnel, Waukesha, WI
- Bob Drummer, Shakopee, MN
- Chad Rudebusch, Watertown, SD
- Tim Jensen, Phoenix, AZ

## FIELD SERVICES

Scott Ashley, Field Services Manager

## Key Accounts Managers

- Tony Rust, Manager - Utility One Source
- Tommy Nix - FEVA/NESCO/CEC/Kliley/Wajax
- Wayne Norris - Ring Power/APCO/SCE&G/Dominion
- Tim Burns - Consumers/Nisource/AT&T/Great Lakes
- Mike Rocco - Electric Utility Contractors
- Daniel Kelton - SDP products (Reporting to Gary Rice)

## AWP Accounts

- Mike Rocco - Sunbelt
- Josh Fawley - NES
- Paul Beck - United Rental
- Joe Reynoso - Hertz

## SOUTH

- Gary Rice, RSM
- Bud Shaw
- Osvaldo Jimenez
- Casey Pratt
- Tyler Walford
- Griffin Petranka
- Bill Kugler
- Daniel Kelton

## Rob Morris, ROM

- Service Center Managers
- Tommy Adams, Ft. Worth, TX
- Dan Horton, San Antonio, TX
- Jason Holcomb, N. Little Rock, AR
- Tony Cole, Birmingham, AL
- Jay Peterson, Stockton, CA
- Sergio Sicre, Fontana, CA
- Michelle Breske, White House, TN

## Rob Morris, ROM

- Service Center Managers
- Tommy Adams, Ft. Worth, TX
- Dan Horton, San Antonio, TX
- Jason Holcomb, N. Little Rock, AR
- Tony Cole, Birmingham, AL
- Jay Peterson, Stockton, CA
- Sergio Sicre, Fontana, CA
- Michelle Breske, White House, TN

## RING POWER

## EAST




- Nick Cammissa, RSM
- Justin Pinkalla
- Paul Beck
- Curtis Schools
- Juan Catano
- Troy Hall
- Al Owen
- John Goheen
- Ben Moore
- Doug Meyers
- Ronnie Norris
- Ron Ryals
- Roy Hughes

## Mike Charles, ROM




- Service Center Managers
- Charlie Drummond, Glen Allen, VA
- Dante DiLuzio, Thomasville, PA
- Lester Ruffing, Bourbon, IN
- Chris Thompson, Medina, OH
- Jerome Kale, Charlotte, NC
- Todd Nuckolls, Denver, CO

	Service Center
	Equipment Account Manager
	Service Account Manager
	Regional Sales Manager (RSM)
	Key Account Manager
	Regional Operations Manager (ROM)

Sample of window envelope, address shows through window.

 <b>TEREX</b> <i>Utilities</i> 500 Oakwood Road Watertown, SD 57201-6150	<b>IMPORTANT SAFETY RECALL INFORMATION</b>	
	Issued in Accordance With Federal Law	
<b>SAFETY RECALL NOTICE</b>		
<p>"Customer's Name" "Address" "City", "State" "Zip Code"</p>		

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

 <b>TEREX</b> <i>Utilities</i> 500 Oakwood Road Watertown, SD 57201-6150	<b>IMPORTANT SAFETY RECALL INFORMATION</b>	
	Issued in Accordance With Federal Law	
<b>SAFETY RECALL NOTICE</b>		
<p>"Customer's Name" "Address" "City", "State" "Zip Code"</p>		