



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



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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.

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Watertown, SD 57201 USA
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June 28, 2017

'owner'
'address1'
'city', 'state' 'zip'

Dear Hi Ranger Owner,

IMPORTANT SAFETY RECALL

REASON FOR BULLETIN

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, increasing the risk of an injury.**

WHAT TEREX UTILITIES 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. It will take about 2 hours to update the truck SmartPlex system at no cost to the owner.

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.

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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 SN659.

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 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: _____

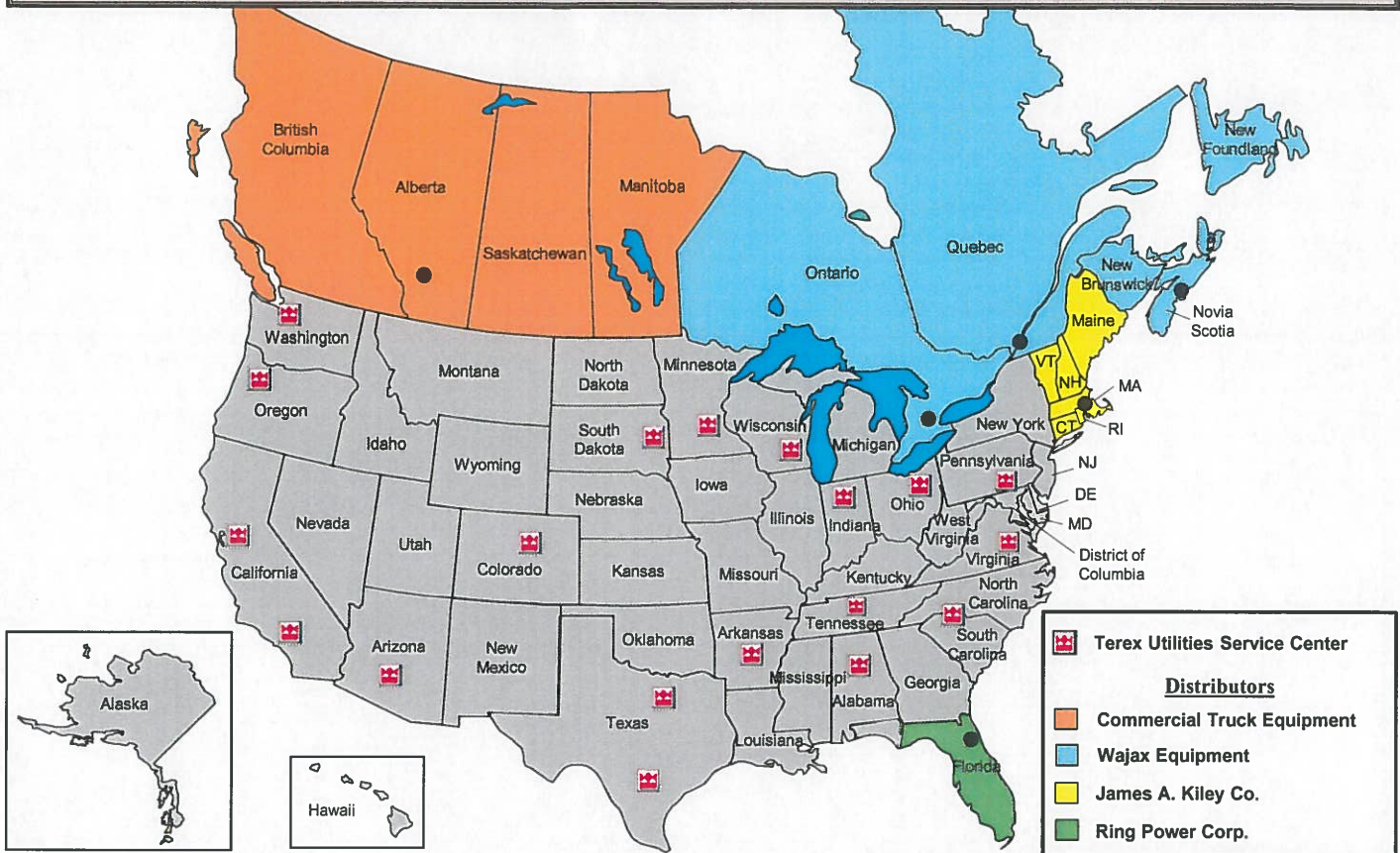
*Terex Utilities Boom Serial Number: _____

*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.




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 Gemblar 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

Sample of window envelope, address shows through window.

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