



October 26, 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.

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. 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.
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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.

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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.

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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: _____

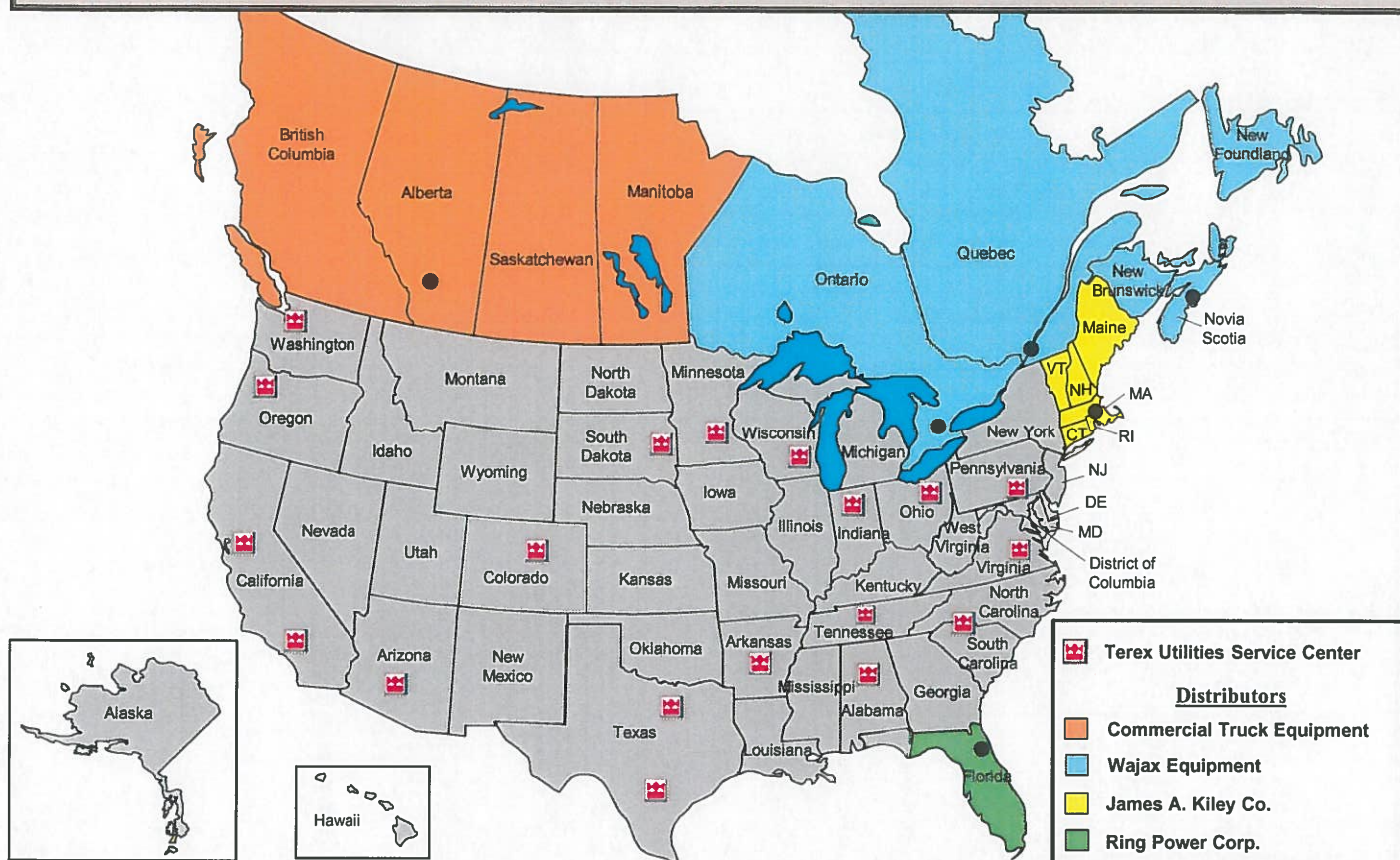
*Physical Address/Location of the Above Equipment (to include zip code):

Local Freightliner Dealer name and phone number:

(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 - 8th Avenue
Seattle, WA 98108

Portland 503.620.0611

12805 SW 77th Place
Tigard, OR 97223

Stockton 209.242.7104

2610 Lycoming Way
Stockton, CA 95206

Fontana 909.565.1234

8594 Cherry Avenue
Fontana, CA 92335

Phoenix 602.256.0162

4920 W. Magnolia Street
Phoenix, AZ 85043

Fort Worth 817.698.8005

1300 S. Sylvania Avenue
Fort Worth, TX 76111

San Antonio 210.476.7777

142 Gembler Road
San Antonio, TX 78219

North Little Rock 501.945.6100

309 Dixie Street
North Little Rock, AR 72114

Birmingham 205.841.6411

4120 Lewisburg Road
Birmingham, AL 35207

White House 615.672.4911

200 Eden Way
White House, TN 37189

Charlotte 704.654.3903

11945 Goodrich Drive
Charlotte, NC 28273

Glen Allen 804.752.2811

11072 Washington Hwy
Glen Allen, VA 23059

Thomasville 717.650.1044

5273 Lincoln Hwy West
Thomasville, PA 17364

Medina 330.722.6900

1175 Industrial Parkway
Medina, OH 44256

Bourbon 574.342.0086

4470 Lincoln Hwy West
Bourbon, IN 46504

Waukesha 262.547.8500

N4 W22610 Bluemound Rd
Waukesha, WI 53186

Shakopee 952.445.1555

12565 Hwy 41 Frontage Rd
Shakopee, MN 55379

Watertown 605.882.3004

1901 14th Avenue NW
Watertown, SD 57201

Denver 303.202.0304

18000 E. 22nd Avenue
Aurora, CO 80011

Field Service 800.292.1931

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
 U.S. Department of Transportation	Issued in Accordance With Federal Law
	 NHTSA www.nhtsa.gov
SAFETY RECALL NOTICE	
<div style="border: 1px solid black; padding: 10px; text-align: center;">"Customer's Name" "Address" "City", "State" "Zip Code"</div>	

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
 U.S. Department of Transportation	Issued in Accordance With Federal Law
	 NHTSA www.nhtsa.gov
SAFETY RECALL NOTICE "Customer's Name" "Address" "City", "State" "Zip Code"	