



September 12, 2023

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

IMPORTANT SAFETY RECALL
NHTSA Recall No. 17V-321
This notice applies to your vehicle

Dear Terex Utilities Equipment Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

REASON FOR NOTICE SN659 Information

Terex has been notified by Daimler Truck North America that the offer of free work under Safety Notice 659 will expire on October 31st, 2023. See the enclosed Safety Notice 659 bulletin for defect information and owner responsibilities. Terex has mailed multiple prior notifications to the registered owners of affected machines beginning June 28, 2017 to make them aware of the needed reprogramming.

After October 31st, 2023 any reprogramming associated with this recall will be solely at the owner's expense. There will be no labor reimbursement by Daimler Truck N.A or through Terex Utilities for this action. Please make repair arrangements through your local Freightliner servicing facility.

If you have sold or retired the unit please let us know by contacting the Terex Utilities Warranty department at 1-844-837-3948 or send the serial number and new owner contact information to utilities.warranty@terex.com. You are required to forward any bulletins you receive to the new owners.

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.

See the following page for a list of your registered equipment and thank you for your immediate attention on this important matter,

Jeff Hegstrom
Product Support Manager

Terex Utilities
3140 15th Avenue SE
PO BOX 1150
Watertown, SD 57201
Tel +1 605 882 4000
Fax +1 605 882 1842
www.terex.com/utilities

EQUIPMENT BUILT FOR REAL WORK



Our records indicate the following machines registered to you are involved in SN659. Because Daimler Truck North America performed the reprogramming, Terex may not have up to date completion records. Please verify if your unit has been reprogrammed and send in the completion form, if not arrange completion.

Model	Serial Number	VIN
'model'	'Serial number'	VIN # (Or Last 6 Characters)

WORKS FOR YOU.™



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



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):

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

Safety Notification SN659

Utilities

Completion Form

**Freightliner Hood Switch/Auxiliary Control Interlock
Reprogramming on Digger Derricks and Aerials**

TO AVOID DELAYS IN PROCESSING – PLEASE PRINT LEGIBLY

UNIT INFORMATION (*REQUIRED)

Customer Truck # _____

*Owner Name: _____

Owner Phone Number: _____

*Truck VIN # _____

*Unit Serial Number: _____

SERVICE PERFORMED BY (*REQUIRED)

* Date of Repair / Inspection _____

* Service Technician (ST) completing work: _____

* ST Company Name: _____ ST Location: _____

ST Contact Number: _____

*** CHECK TO VERIFY COMPLETION:**

Chassis computer reprogrammed by a Freightliner service technician.




AFTER reprogramming of the chassis computer, the auxiliary control functions (as applicable to this unit) were tested and operate as intended (see checklist provided).

Work Order: _____




Comments: _____

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

Sample of window envelope, address shows through window.

 TEREX <i>Utilities</i> 3140 15 th Ave SE Watertown, SD 57201-9017	IMPORTANT SAFETY RECALL INFORMATION		
 U.S. Department of Transportation	Issued in Accordance With Federal Law	 NHTSA www.nhtsa.gov	
SAFETY RECALL NOTICE			
<table border="1"><tr><td>“Customer’s Name” “Address” “City”, “State” “Zip Code”</td></tr></table>			“Customer’s Name” “Address” “City”, “State” “Zip Code”
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Alternate format: Normal envelope, with address label or printed envelope.

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