



## 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

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### 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](mailto: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](mailto: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](mailto: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.  
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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.

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