



March 7, 2018

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

## **IMPORTANT SAFETY RECALL 18V-008 (SN663)**

Dear Hi Ranger Owner,

### **REASON FOR BULLETIN**

Some XTPro units may have upper control single stick enable trigger adjusted or assembled incorrectly. If the enable trigger is not adjusted correctly, the boom could function without depressing the enable trigger. Terex has decided that XTPro 56 and XTPro 60 aerial devices manufactured from February 15, 2015 through November 20, 2017 need to be inspected and corrected if required. **Inadvertent boom movement may occur if the single stick can be operated without depressing the enable trigger. If the rotation system moves without the enable being depressed, it can increase the risk of injury.**

### **WHAT TEREX UTILITIES WILL DO**

Proper adjustment of the single stick control is described in the manual. Terex will provide and install field service kit Z1496 for units that have the enable trigger assembled incorrectly at no cost to the owner.

### **WHAT THE OWNER MUST DO**

1. Follow the instructions in the Bulletin for inspection to determine if the single stick is adjusted properly. If adjusted properly the aerial can continue to be used with no restrictions. If the booms do move without engaging the enable, adjust as instructed in the Maintenance Manual. Inform users of the continued use section of the bulletin.
2. If inspection determines the single stick is assembled incorrectly contact your local TEREX dealer to arrange repair.
3. Terex recommends the completion of this bulletin take place within 90 days. If you have not arranged a time for repair within 90 days of receipt of this bulletin and owner letter, contact Terex Utilities Warranty at 1-844-837-3948 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. Verify the Stop control at the upper controls function as part of the daily inspection.
2. Press the emergency stop lever located at the upper controls to the stop position if the control should become snagged or boom moving without operator control.
3. Always follow all inspection and maintenance requirements as specified in the manuals.

Terex South Dakota, Inc.  
500 Oakwood Road  
Watertown, SD 57201 USA  
(844) 837-3948 • 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 1-844-837-3948

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 1-844-837-3948 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 SN663.

| Model   | Serial Number   |
|---------|-----------------|
| 'model' | 'Serial number' |

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## Safety Notice

SN-663

DATE: 2/23/2018

REVISED:

TO: Owners, Users, Dealers, and Installers

Models Affected: XTPro56 & XTPro 60 Aerials

SUBJECT: Single Stick Control Adjustment

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### Issue:

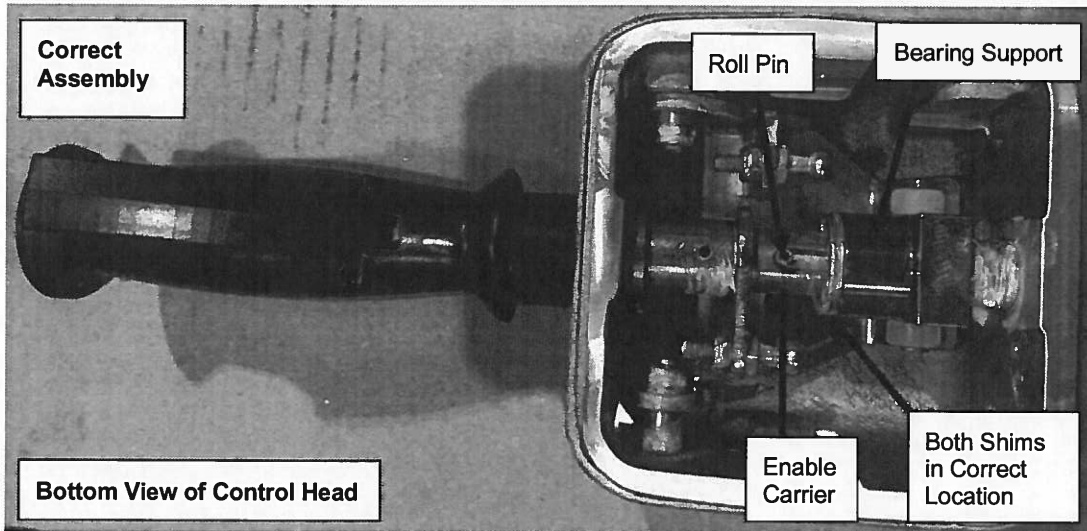
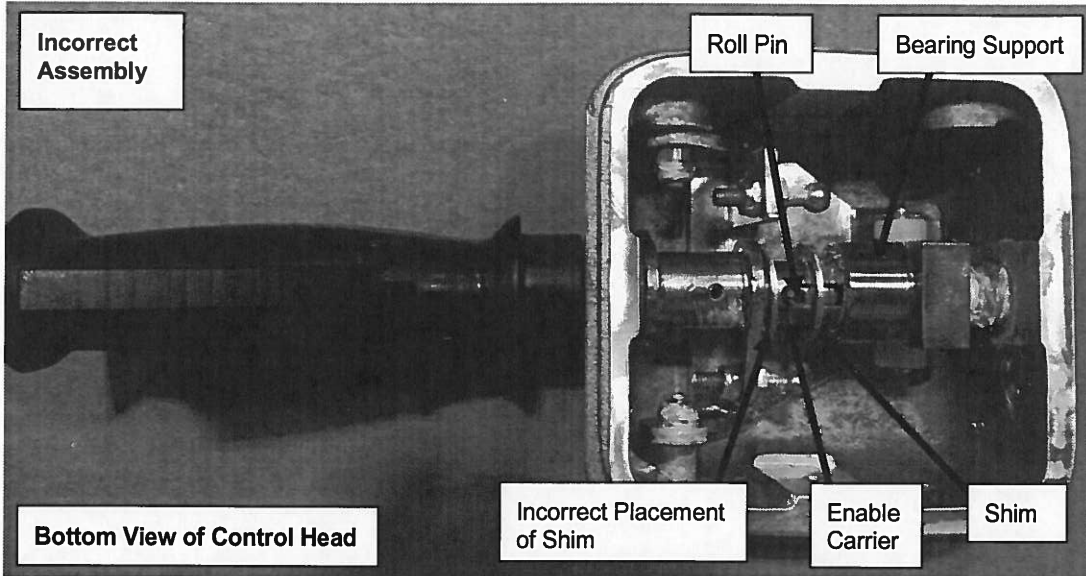
Some XTPro units may have upper control single stick enable trigger adjusted or assembled incorrectly. If the enable trigger is not adjusted correctly, the boom could function without depressing the enable trigger. **Inadvertent boom movement may occur if the single stick is operated without depressing the enable trigger.**

### Action:

#### What the Owner must Do:

1. Terex recommends an operational check be performed within 30 days of receipt of this bulletin to determine if your unit has the enable trigger adjusted properly.
  - a. Position the unit to where the booms can articulate and rotate completely without obstructions.
  - b. Without depressing the enable trigger, move the single stick control in all positions, upper boom, lower boom, and rotation.
  - c. If the booms move without depressing the enable trigger, this bulletin applies. Refer to the maintenance manual for proper single stick adjustment instructions. Continue to step 2 and refer to continued use section until adjusted properly.
  - d. If the booms do not move without depressing the enable trigger, while operating from the upper controls, you can continue operation without restriction. Inspection for proper single stick assembly is required (step 2).
2. Terex recommends an inspection be performed at the next maintenance interval or within 90 days of receipt of this bulletin to determine if the single stick is assembled properly.
  - a. Remove the plastic cap and lower the boot over the single stick mechanism.
  - b. Inspect the position of the two shims on the enable carrier.
  - c. If only one shim is between the roll pin and bearing support, the single stick is assembled incorrectly. Contact your local TEREX dealer to arrange repair. The control head must be assembled properly to provide allowance for wear to attain rated boom speeds.
  - d. If both shims are between the roll pin and bearing support, the single stick is assembled properly. No further action is required for this bulletin. Continue to perform regular inspections and maintenance as stated in the manuals.
3. Verify the single stick enable trigger adjustment any time the assembly has been worked on by performing an operational check as described in 1. above.

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### **Continued Use:**

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

1. Inform all users, operators, and supervisors to follow the procedure below to prevent inadvertent boom movement:
  - A) Press the emergency stop lever located at the upper controls to the stop position if the control should become snagged and moved without operator control.
2. Always follow all inspection and maintenance requirements as specified in the manuals.

### **What Terex will do:**

Proper adjustment of the single stick control is described in the manual. Terex will provide field service kit Z1496 for units that have the enable trigger adjusted or assembled incorrectly 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 1-844-837-3948, 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

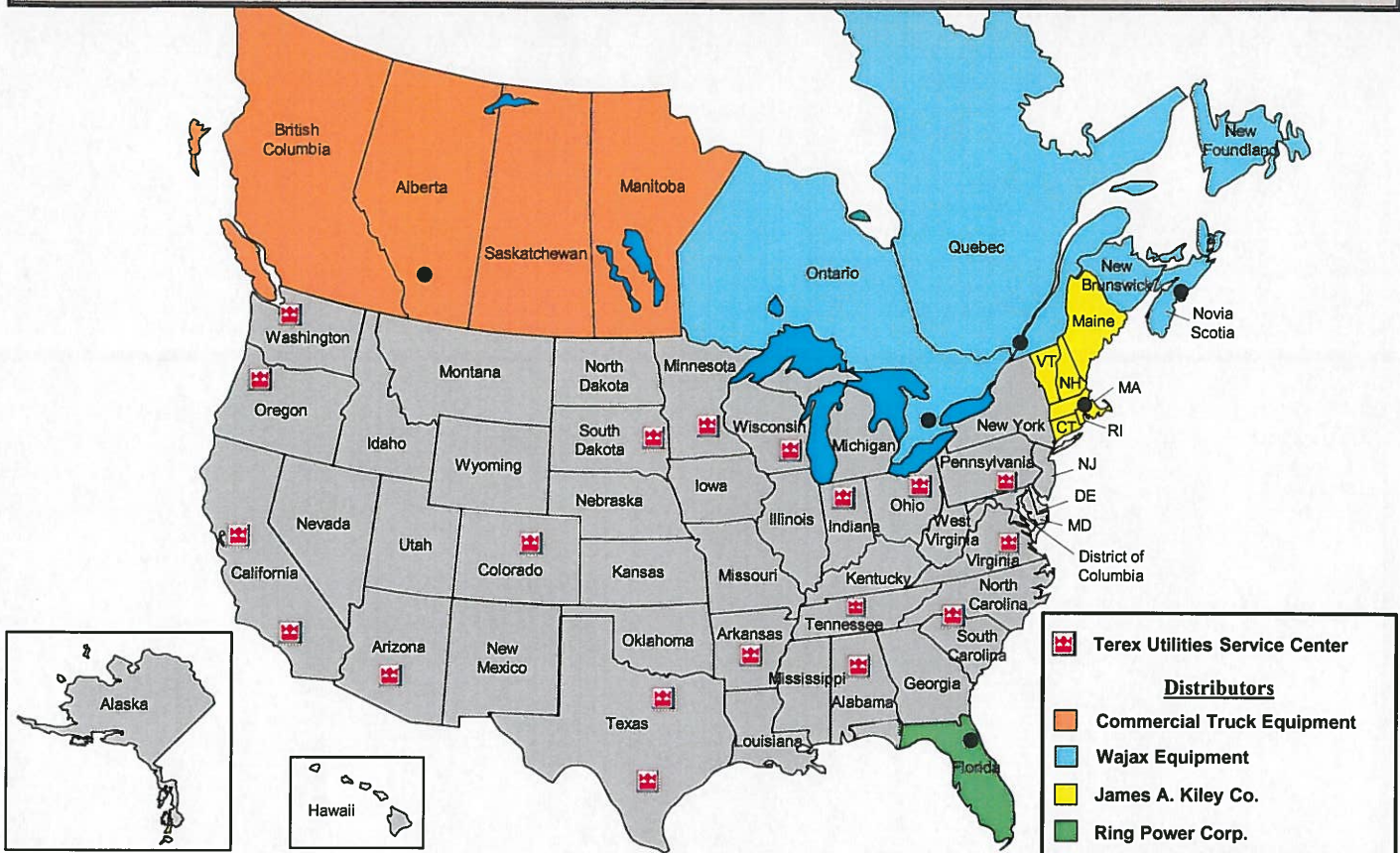
Terex and local industry standards (e.g. ANSI, CSA) requires that the purchaser of a Terex unit report to Terex the model and serial number of each machine sold, as well as the name, address, and telephone number of the new owner, within 60 days of the sale. Use the Owner Update Form in the manual to 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 1-844-837-3948.

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SN663

# Terex Utilities Service Network






## Terex Utilities

|   |  |   |
|---|--|---|
| <b>Seattle</b> 206.764.5025<br>9426 - 8 <sup>th</sup> Avenue<br>Seattle, WA 98108   | <b>North Little Rock</b> 501.945.6100<br>309 Dixie Street<br>North Little Rock, AR 72114 | <b>Bourbon</b> 574.342.0086<br>4470 Lincoln Hwy West<br>Bourbon, IN 46504               |
| <b>Portland</b> 503.620.0611<br>12805 SW 77 <sup>th</sup> Place<br>Tigard, OR 97223 | <b>Birmingham</b> 205.841.6411<br>4120 Lewisburg Road<br>Birmingham, AL 35207            | <b>Waukesha</b> 262.547.8500<br>N4 W22610 Bluemound Rd<br>Waukesha, WI 53186            |
| <b>Stockton</b> 209.242.7104<br>2610 Lycoming Way<br>Stockton, CA 95206             | <b>White House</b> 615.672.4911<br>200 Eden Way<br>White House, TN 37189                 | <b>Shakopee</b> 952.445.1555<br>12565 Hwy 41 Frontage Rd<br>Shakopee, MN 55379          |
| <b>Fontana</b> 909.565.1234<br>8594 Cherry Avenue<br>Fontana, CA 92335              | <b>Charlotte</b> 704.654.3903<br>11945 Goodrich Drive<br>Charlotte, NC 28273             | <b>Watertown</b> 605.882.3004<br>1901 14 <sup>th</sup> Avenue NW<br>Watertown, SD 57201 |
| <b>Phoenix</b> 602.256.0162<br>4920 W. Magnolia Street<br>Phoenix, AZ 85043         | <b>Glen Allen</b> 804.752.2811<br>11072 Washington Hwy<br>Glen Allen, VA 23059           | <b>Denver</b> 303.202.0304<br>18000 E. 22 <sup>nd</sup> Avenue<br>Aurora, CO 80011      |
| <b>Fort Worth</b> 817.698.8005<br>1300 S. Sylvania Avenue<br>Fort Worth, TX 76111   | <b>Thomasville</b> 717.650.1044<br>5273 Lincoln Hwy West<br>Thomasville, PA 17364        | <b>Field Service</b> 800.292.1931   |
| <b>San Antonio</b> 210.476.7777<br>142 Gemblar Road<br>San Antonio, TX 78219        | <b>Medina</b> 330.722.6900<br>1175 Industrial Parkway<br>Medina, OH 44256                |   |




## Distributors

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| <b>Commercial Truck</b> 877.915.9140<br>11199 48 St SE<br>Calgary, AB T2C 5H4, Canada        |
| <b>Wajax Equipment</b> 519.893.2942<br>815 Trillium Drive<br>Kitchener, ON N2R 1J9, Canada   |
| <b>Wajax Equipment</b> 450.682.3737<br>2000 Rue John-Molson<br>Laval, Quebec H7T 0H4, Canada |
| <b>Wajax Equipment</b> 902.468.7352<br>151 Thornhill Drive<br>Dartmouth, NS B3B 1S2, Canada  |
| <b>James A. Kiley Co.</b> 617.776.0344<br>15 Linwood Street<br>Somerville, MA 02143-2188     |
| <b>Ring Power Co.</b> 904.737.7730<br>500 World Commerce Pkwy<br>St. Augustine, FL 32092     |

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|--|---|--|--|---|--|
|  <b>TEREX</b><br><i>Utilities</i><br>500 Oakwood Road<br>Watertown, SD 57201-6150 | <br>U.S. Department of<br>Transportation | <b>IMPORTANT SAFETY RECALL INFORMATION</b> | Issued in Accordance<br>With Federal Law | <br>NHTSA<br>www.nhtsa.gov |  |
| <b>SAFETY RECALL NOTICE</b>  |   |  |  |   |  |
| <table border="1"><tr><td>"Customer's Name"<br/>"Address"<br/>"City", "State" "Zip Code"</td></tr></table>   |   |  |  |   | "Customer's Name"<br>"Address"<br>"City", "State" "Zip Code" |
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Alternate format: Normal envelope, with address label or printed envelope.

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|---|---|--|--|---|
|  <b>TEREX</b><br><i>Utilities</i><br>500 Oakwood Road<br>Watertown, SD 57201-6150 | <br>U.S. Department of<br>Transportation | <b>IMPORTANT SAFETY RECALL INFORMATION</b> | Issued in Accordance<br>With Federal Law | <br>NHTSA<br>www.nhtsa.gov |
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