



TEREX®

IMPORTANT SAFETY RECALL -

This notice applies to your Vehicle(s)

Safety Recall Notice 18V-794

June 14, 2019

Customer Name

Customer Address

Customer City, State & Zip Code

Dear Terex Owner,

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

REASON FOR RECALL

The 450543 Guide Bar attaching the pole guide arms to the pole guide tilt bracket may have an issue with weld quality on units built from May 18, 2017 to August 30, 2018. If the weld is not sufficient, the stud holding the pole guide arm can detach. **If the weld fails, the guide arm can fall and may cause injury to ground personnel.**

WHAT TEREX WILL DO

Terex is providing instructions in the Bulletin to inspect the guide bar to determine if it is involved. Owners are then asked to determine if their unit is involved in the recall. If the guide bar on your vehicle is found to be affected by this recall, a replacement guide bar will be provided free of charge.

Guide bars purchased as a component, or as stock, which are affected by this bulletin can be returned through normal Replacement Parts system with no restocking fee, mark the return package with SN669.

WHAT YOU SHOULD DO

1. Immediately inspect the guide bar on your machine to determine if it is involved, based on the graphics in the bulletin.
2. Inspect the weld area for any cracks as shown in the bulletin. If cracks are found, take the unit out of service.
3. If no cracks are found, follow the continued use instructions in the bulletin, until the affected guide bar is replaced.
4. If you question whether your unit has a guide bar subject to this bulletin, send a picture of your guide bar to utilities.warranty@terex.com along with the machine information and contact information on the inspection report attached to the bulletin. A response will be returned to you by email within 3 working days.
5. A photo of the guide bar which was removed must accompany the completion form, and then destroy the guide bar.
6. Always follow inspection and maintenance requirements as specified in the manuals.

Please replace the affected guide bars no later than 30 days after receipt of the replacement guide bar and destroy the affected bar.

Terex South Dakota, Inc.
500 Oakwood Road
Watertown, SD 57201 USA
(605) 882-4000 • Fax (605) 882-1842

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

If you have had your unit repaired for this issue prior to receipt of this notice, you may be eligible for reimbursement. For more information, please contact Terex Utilities at the above contact information.

If you no longer own this machine, please forward this letter and bulletin to the new owners. Also contact Terex Utilities at the above contact information with the new owner contact information in order to help ensure the new owner receives all important safety information.

If you have leased this equipment 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.

Our records indicate the following digger derrick registered to you may be involved in Safety Notice 18V-794 or you have purchased a potentially affected guide bar as a replacement item: (Bulletin SN669)

Model	Serial number of digger derrick for guide bars purchase with unit or Purchase order number and date for replacement parts purchased



Terex Utilities	
SAFETY NOTICE	SN-669

DATE: 11/16/2018

REVISED:

TO: Owners, Users, Dealers, and Installers

Models Affected: Digger Derricks

SUBJECT: Pole Guide Bar 450543

Issue:

The 450543 Guide Bar attaching the pole guide arms to the pole guide tilt bracket may have an issue with weld quality on units built from May 18, 2017 to August 30, 2018. If the weld is not sufficient the stud holding the pole guide arm can detach. **If the weld fails, the guide arm can fall and may cause injury to ground personnel.**

Action:

Owners and users must, within 10 days of receipt of this bulletin, perform the following:

1. Inspect for cracked welds as shown in figure 1 below. If cracks are found, remove the part from service. Contact Terex Utilities as noted below.
2. Inspect the digger derrick pole guide bar 450543 by comparing to the pictures below. If the bar has a grease zerk on the bar side and flush with the surface it is subject to this bulletin.

Identification of affected 450543 Guide Bar: (See graphics below)

Affected Guide bars:

1. The grease zerk will be on the upper side above the pole guide arms and the surface is flat.
2. The top surface of the bar will be nearly flat with a milled counterbore (recessed area) for the grease zerk.

Guide bars NOT affected:

1. Bars with a letter "R", "B", or multiple letters stamped on the top. They have been corrected or were produced by a different fabricator.
2. Bars with a fillet weld on the bar side with the stud recessed below the surface of the bar.
3. The zerk is on the threaded side next to the nut, or there is no zerk on either end of both pins.

Contact Terex Utilities through your nearest TEREX Utilities dealer as shown on the web site, terexutilities.com, call Terex Utilities at 844-837-3948 or by email at utilities.warranty@terex.com to arrange for replacement of affect guide bars within 30 days of receiving this bulletin.

If you have sold a unit involved in this bulletin forward this bulletin to the new owner within 10 days and notify Terex of the serial number and contact information for the new owner.

Continued Use:

1. Inform the users of the content of this bulletin and remind them of the daily pre-shift inspection requirements.
2. If no cracks are detected, user may continue to operate with the affected Guide Bar provided specific attention is given to the weld at the top of the bar during each daily pre-sift inspection until the guide bar is replaced.
3. If a crack is detected during the daily pre-shift inspection, do not use the Pole Guides until the guide bar is replaced.
4. Always follow inspection and maintenance requirements as specified in the manuals.

What Terex Will Do:

Terex will provide a replacement guide bar (Z1523).

Dealers and Installers: A letter is being sent to owners of affected units. If affected units are in your area owners or TEREX Utilities may contact you to arrange for replacements.

Only Digger Derricks with pole guides are involved. If the owner contacts you, call TEREX Utilities at 844-837-3948 for instructions and to arrange shipment of parts.

Terex will reimburse at a flat rate labor allowance of \$90.00 for guide bar replacement.

Important: Some of the involved units may be in rental fleets. Federal Law requires you to complete the recall service on these units before renting, or to inform the renters 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

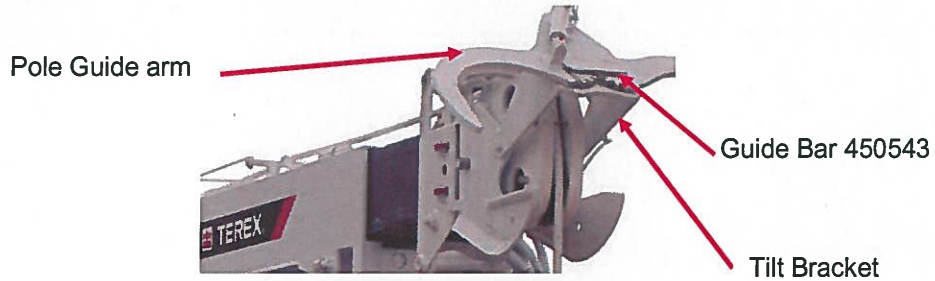
Terex and local industry standards (CSA and ANSI) requires that the purchaser of a Terex unit report to Terex the model and serial number of each machine sold, as well as the name, address, and telephone number of the new owner, within 60 days of the sale. Use the Owner Update Form in the manual to update the owner status of any of your machines. Terex also asks the seller to provide the new owner information so if you require additional copies of this or have any questions, please contact TEREX Utilities at 1-844-837-3948.

Inspection procedure:

Guide bar, 450543, may be on purchased machines which use these Pole Guide assemblies: 9143641, 618527, 608863, 494477, 491588, 488466, 483997, 481644, 479606, 479604, 469357, 464832, 463513, 458141, or 403186.

They are wear items and, therefore, may also have been purchased as replacement parts for older units.

Identify Guide Bar:



Inspect for any cracks:

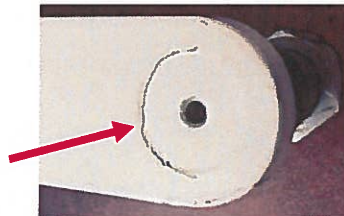
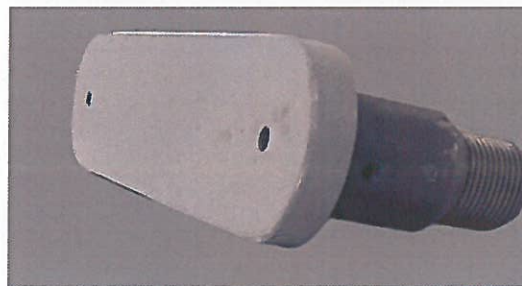
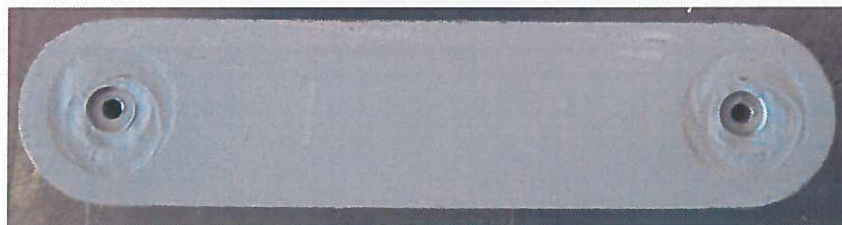


Figure 1 - Example of a crack

Bars which are involved in bulletin:



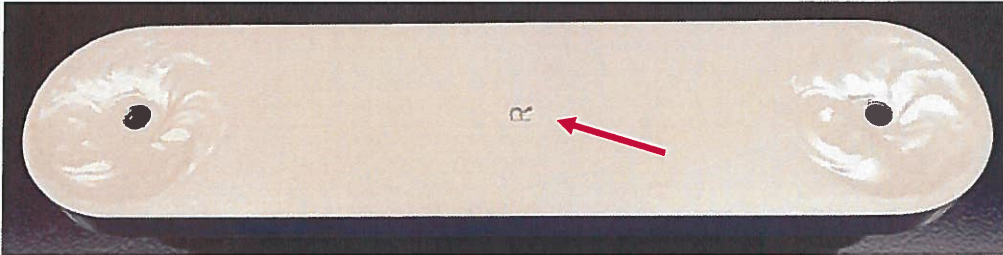
Zerk flush to top surface



Zerk counterbored on bar side

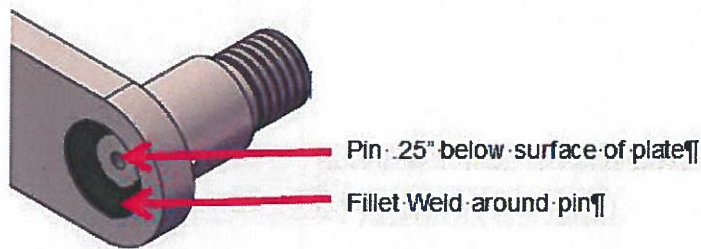
Bars which not involved in Bulletin:

1. Weldments with one to four stamped marks on the top of the bar are older production or have been repaired.



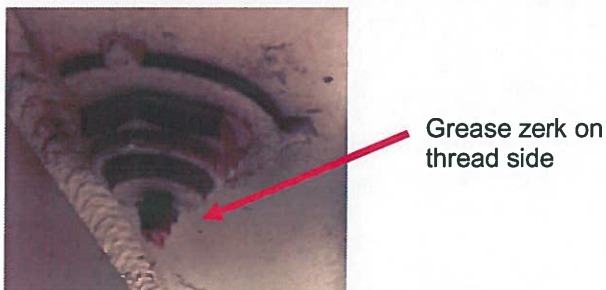
Reworked stamped R, B, or four stamped letters

2. Weldments with a fillet weld around the pin and the top of the pin recessed below the surface of the bar.



Fillet weld around recessed pin

3. The zerk is on the threaded side next to the nut, or ther is no zerk on either end of both pins.



Grease zerk on thread side



TEREX

Utilities

Safety Notice 669

Completion Form

450543 Guide Arm Plate Weldment Replacement

TO AVOID DELAYS IN PROCESSING – PLEASE PRINT LEGIBLY

UNIT INFORMATION (*REQUIRED)

CHECK if new owner

Customer Truck # _____

*Owner Name: _____

Owner Phone Number: _____

*Address req'd if new owner _____

*Truck VIN # _____

*Unit Serial Number: _____ (10 digits)

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:**

I have inspected the 450543 plate weldment/guide bar per the SN669 bulletin in use on the above noted unit and determined that **no replacement is necessary**. (See SN669 bulletin for examples). **No labor allowance for the inspection.**

The 450543 plate weldment/guide bar **has been replaced using the Z1523 Field Service Kit** on the above noted unit. **Submit a photo** of the original plate weldment/guide bar (Ref. bottom of bulletin page 3 for examples) with this work completion form to utilities.warranty@terex.com and then destroy the plate weldment/guide bar. Contact the Terex Utilities Warranty Department at 1-844-837-3948 or email utilities.warranty@terex.com with any questions.

*If you are unsure if the plate weldment/guide bar on your machine is affected by this safety notice, please contact us at 1-844-837-3948 or send an email to utilities.warranty@terex.com.

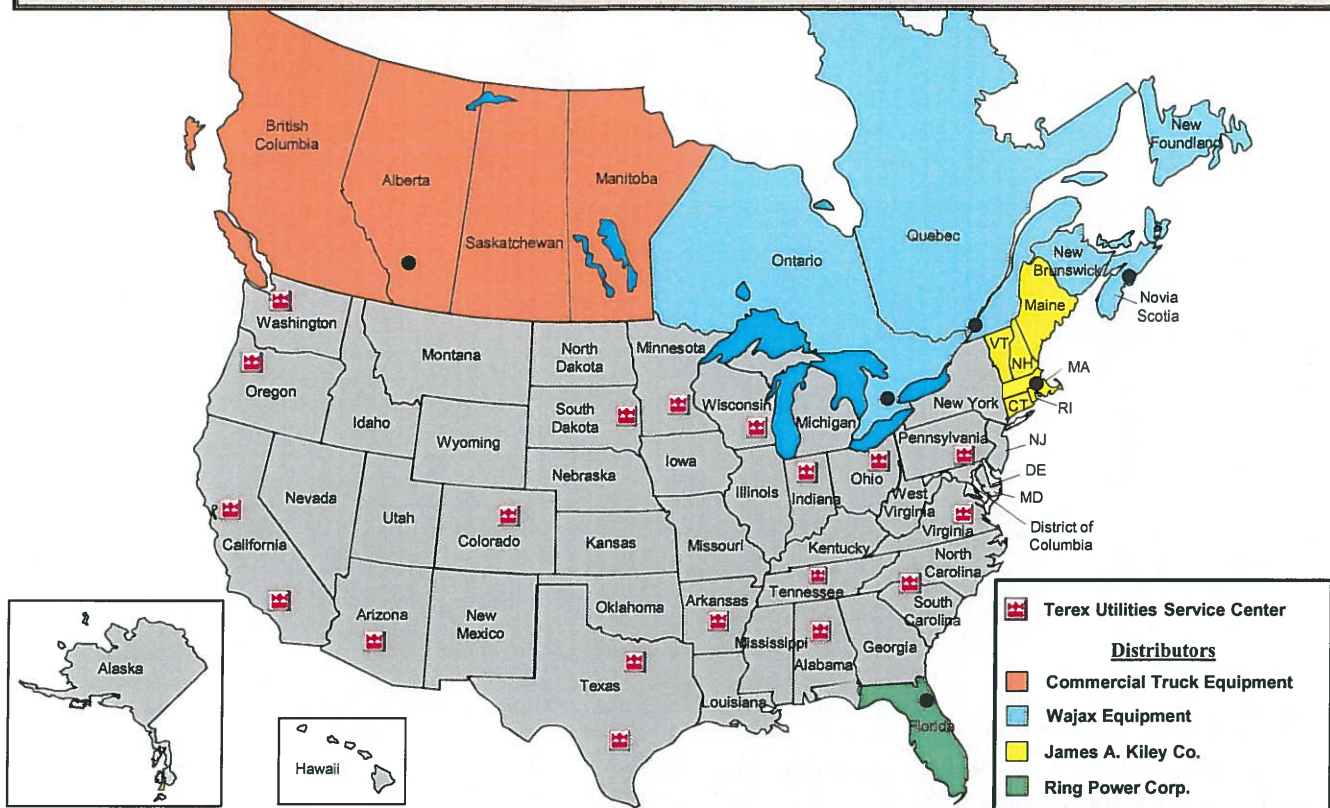
Maximum labor allowance is \$90.00 per unit.

Work Order: _____

Comments: _____

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




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	Lancaster 717.650.1044 180 Donnersville Road, Suite B Mountville, PA 17554	Field Service 800.292.1931
San Antonio 210.476.7777 142 Gemblor 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>		