



# TEREX®

## **IMPORTANT SAFETY RECALL -**

**This notice applies to your Vehicle(s)**

### **Safety Recall Notice 19V-659**

January 24, 2020

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 counterbalance valve for the base end of the upper boom lift cylinder may have an incorrect holding valve on TL aerial devices manufactured from August 2, 2016 through February 14, 2017. The upper boom may drift down when at maximum jib load if the upper boom raise hose should fail. Uncontrolled movement of the boom can increase the risk of an injury.

#### WHAT TEREX WILL DO

Terex is providing instructions in the Bulletin to inspect the TL upper boom lift cylinder to determine if it is involved. Owners are asked to identify if their unit is involved, using the bulletin instructions. If the upper boom lift cylinder on your vehicle is found to be impacted by this recall, a replacement holding valve will be provided free of charge. It will take about 45 minutes to repair.

#### WHAT YOU SHOULD DO

1. Immediately inspect the upper boom lift cylinder on your machine to determine if it is involved.
2. Inspect base end holding valve on the cylinder to see if it has the markings CBBA-2000.
3. If the valve is marked with CBBA-2000 contact [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com) to schedule replacement.
4. Follow the continued use instructions in the bulletin until the valve can be replaced.

Please inspect and have the affected holding valve replaced within 30 days after 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

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.

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

If you no longer own this machine, please forward this letter and bulletin to the new owners. Also contact Terex Utilities 844-837-3948 or [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com) 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 TL aerial device registered to you is involved in Safety Notice 19V-659 (Bulletin SN675).

Model	Serial number



Terex Utilities

**SAFETY NOTICE**

**SN675**

**DATE:** 10/16/19

**REVISED:**

**TO:** Owners, Users, Dealers, and Installers

**MODELS AFFECTED:** TL Aerials

**SUBJECT:** TL Upper Boom Cylinder Counterbalance Valve

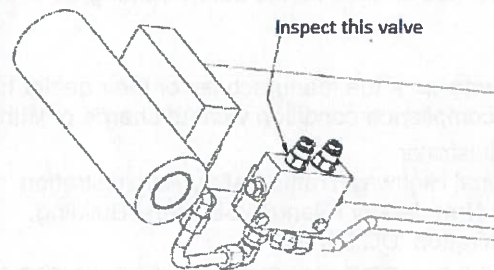
**Issue:**

The counterbalance valve for the base end of the upper boom lift cylinder may have an incorrect holding valve on TL aerial devices manufactured from August 2, 2016 through February 14, 2017. **The upper boom may drift down when at maximum jib load if the upper boom raise hose should fail.**

**Action:**

**What the Owner Must Do:**

Immediately inspect the upper boom lift cylinder. If the cylinder matches the view below, look at the holding valve cartridge closest to the base end of the cylinder. If the marking is CBBA-2000 the valve needs to be replaced.



**What Terex will Do:**

Terex will replace holding valve cartridges determined to have the incorrect setting at no cost to the owner. Field Service kit Z1564 will be provided to the nearest Terex Utilities dealer or Field Service Technician for installation on your unit if it is subject to this recall.

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

## Continued Use:

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

1. Perform the daily inspection with increased emphasis on the hoses of the upper boom cylinder.
  - a. If the hose is damaged do not use until the hose is replaced and this bulletin has been completed.
  - b. If no damage is evident you may continue to use the machine with reduced jib capacity not to exceed 50% at full extension.
  - c. If inspection shows the cylinder is subject to this recall have this bulletin completed within 30 days.
2. Always follow all inspection and maintenance requirements as specified in the manuals.

Contact Terex Utilities; through your nearest TEREX Utilities dealer as shown on the web site, [terexutilities.com](http://terexutilities.com), call Terex Utilities warranty at 844-837-3948 or by email at [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com) to arrange for repair within 10 days of receiving this bulletin if your cylinder is subject to this bulletin. If you have sold the unit involved in this bulletin forward this bulletin to the new owner within 10 days and notify Terex with the serial number and contact information for the new owner.

**Dealers and Installers:** A letter is being sent to owners of affected units. If affected units are in your area TEREX Utilities will contact you to arrange the repairs. Affected units, as shown on the owner letter, will have the repairs performed at no charge to the owner. A labor flat rate of \$90.00 will be allowed per unit. Travel will be allowed at actual time up to a maximum of \$360.00.

Only TL units built with the cylinders as shown in the view above are affected. If an owner contacts you call TEREX Utilities at 844-837-3948 and ask for the warranty department for instructions and to arrange shipment of parts.

**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:

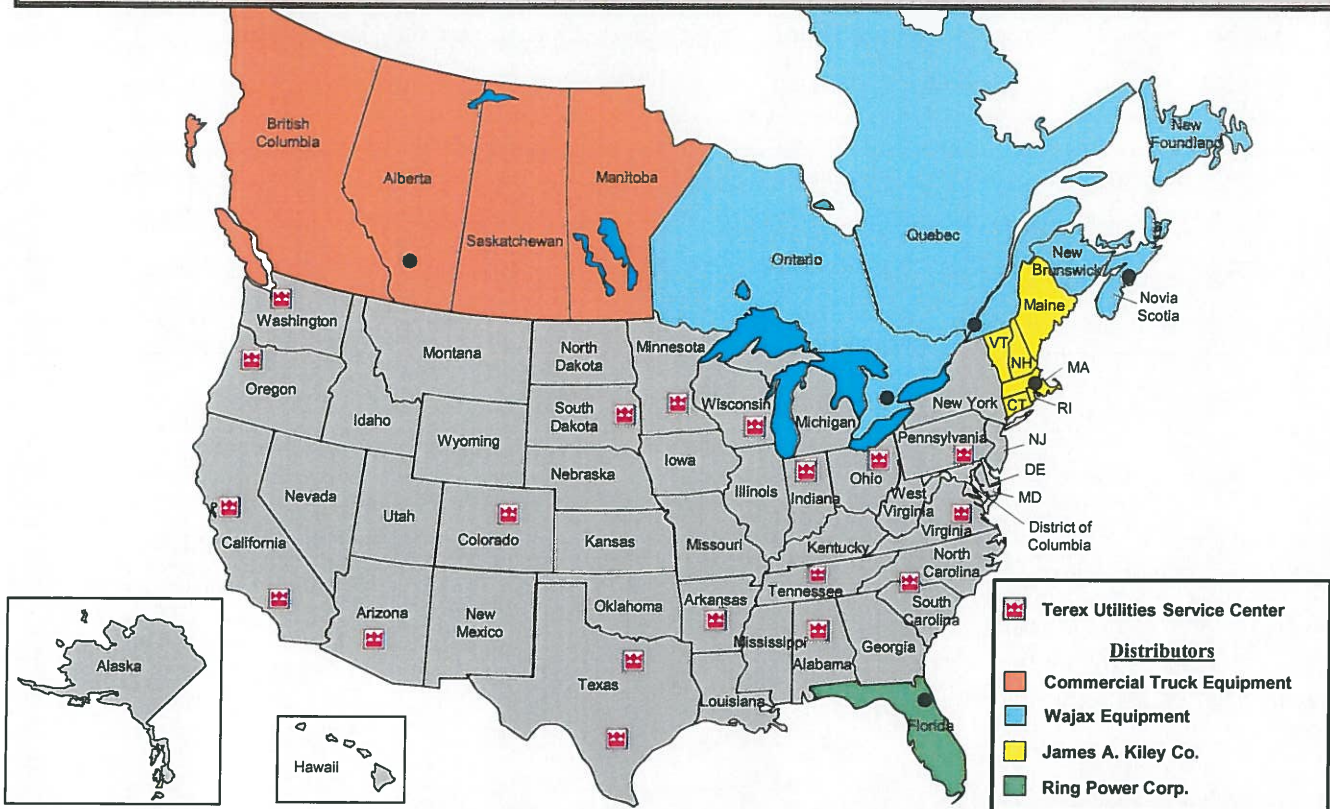
Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE, West Building,  
Washington, DC 20590

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 the Owner Update Form or have any questions, please contact TEREX Utilities Warranty Department at 1-844-837-3948 or [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com).



# Terex Utilities Service Network






<b>Terex Utilities</b>		
<b>Seattle</b> 206.764.5025 7829 South 2016 <sup>th</sup> Street Kent, WA 98032	<b>North Little Rock</b> 501.945.6100 309 Dixie Street North Little Rock, AR 72114	<b>Bourbon</b> 574.342.0086 4470 Lincoln Hwy West Bourbon, IN 46504
<b>Portland</b> 503.620.0611 12805 SW 77 <sup>th</sup> Place Tigard, OR 97223	<b>Birmingham</b> 205.841.6411 4120 Lewisburg Rd Birmingham, AL 35207	<b>Waukesha</b> 262.547.8500 N4W22610 Bluemound Rd Waukesha, WI 53186
<b>Stockton</b> 209.242.7104 2610 Lycoming Street Stockton, CA 95206	<b>White House</b> 615.672.4911 200 Edenway Dr White House, TN 37189	<b>Shakopee</b> 952.445.1555 12565 Hwy 41 Frontage Rd Shakopee, MN 55379
<b>Fontana</b> 909.565.1234 8594 Cherry Avenue Fontana, CA 92335	<b>Charlotte</b> 704.654.3903 11945 Goodrich Drive Charlotte, NC 28273	<b>Watertown</b> 605.882.3004 1901 14 <sup>th</sup> Avenue NW Watertown, SD 57201
<b>Phoenix</b> 602.256.0162 4920 W. Magnolia Street Phoenix, AZ 85043	<b>Glen Allen</b> 804.752.2811 11072 Washington Hwy Glen Allen, VA 23059	<b>Denver</b> 303.202.0304 6295 E. 56 <sup>th</sup> Avenue Commerce City, CO 80022
<b>Fort Worth</b> 817.698.8005 1300 S. Sylvania Avenue Fort Worth, TX 76111	<b>Lancaster</b> 717.650.1044 180 N. Donnerville Rd, Suite B Mountville, PA 17554	<b>Field Service</b> 800.292.1931
<b>San Antonio</b> 210.476.7777 142 Gembler Rd San Antonio, TX 78219	<b>Medina</b> 330.722.6900 1175 Industrial Parkway Medina, OH 44256	




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



Sample of window envelope, address shows through window.

 <b>TEREX</b> <i>Utilities</i> 500 Oakwood Road Watertown, SD 57201-6150	<b>IMPORTANT SAFETY RECALL INFORMATION</b>		
	Issued in Accordance With Federal Law		
<b>SAFETY RECALL NOTICE</b>			
<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.

 <b>TEREX</b> <i>Utilities</i> 500 Oakwood Road Watertown, SD 57201-6150	<b>IMPORTANT SAFETY RECALL INFORMATION</b>	
	Issued in Accordance With Federal Law	
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