



Terex South Dakota, Inc.

Vehicle Report

NHTSA ID: 20V696 Transaction ID: 20-0010369-25253-10 (Original Report)

Required fields indicated with *

Manufacturer: Terex South Dakota, Inc.

500 Oakwood Road
Watertown SD 57201

[Les Kolden](#) Warranty Support Coordinator
605-882-5562,

This is a Safety Defect Report.

Vehicle Information

Terex TL80 & TL100 2019 - 2020

* Model Yr. Start: 2019	* Model Yr. End: 2020	Type: LOW VOLUME VEHICLES
* Make: Terex		Body Style:
* Model: TL80 & TL100		Powertrain:
Production Dates	Begin: 04/24/2019 End: 08/19/2020	Descriptive Information: The population includes all TL80 and TL100 machines built to date.
VIN Range(s):	Begin: End:	

Number potentially involved: 40 **Estimated percentage of involved with defect:** 100%

Defect / Noncompliance Description

For this Defect/Noncompliance:

*** Describe the defect or noncompliance:**

On the TL80 & TL100, rotation bearing bolts may loosen during unit use. The loosening of the bearing bolts may cause the bolts to fail.

If a noncompliance, provide the applicable FMVSS:

If applicable, provide any further FMVSS affected:

Describe the cause:

The rotation bearing bolts will not maintain the required preload allowing the bolts to loosen.

*** Describe the safety risk:**

If the rotation bearing bolts fail, the boom could fall which could result in injury or death.

Identify any warning which can precede or occur:

Daily visual pre-shift inspection will indicate by the torque striping if the bolts have loosened. There may be loud popping sounds and excessive movement of the turntable, pedestal, and rotation bearing when the rotation bearing bolts loosen.

This Recall affects all vehicles.

If applicable, identify the manufacturer of the defective or noncompliant component. If the manufacturer of the component is unknown, provide the information for the company that supplied the subject component.

Component manufacturer

Company Information

Company Name:

Country:

Address 1:

Address 2:

City:

State:

Zip/Postal Code:

Company Contact Information

First Name:

Last Name:

Position:

Email:

Phone:

Involved Components

If the defect or noncompliance involves a specific component(s), identify that component(s) below.

Chronology of Defect / Noncompliance Determination

Provide the chronology of events leading up to the defect decision or test data for the noncompliance decision.:

On September 10, 2020 it was discovered on a Terex test unit that the rotation bearing bolts were loosening as the unit was operated. A customer unit at a Terex service center was checked at this time and also discovered to have loose bearing bolts. The test unit was continued to be ran to determine if the bolts were retorqued if they would stay torqued. Testing started on September 24, 2020 to validate a fix. On October 15, 2020 the list of affected units was determined. On October 16, 2020 it was reported that 2 additional customer units had loose rotation bearing bolts. The decision to perform a recall was made on November 11, 2020.

Identify the Remedy

Describe the defect/noncompliance remedy program, including the manufacturer's plan for reimbursement.

The bearing bolts and washers will be replaced with new bolts, washers, and reinforcement/spacer plates at no cost to the owner, it will take 6 hours to complete these items.

Describe what distinguishes the remedy component from the recalled component.

The remedy bearing bolts are longer and require the use of reinforcement/spacer plates whereas the recalled bolts are shorter and do not use any reinforcement/spacer plates.

Identify and describe how and when the recall condition was corrected in production.

No affected machines have been built since the issue was discovered. Production documentation has been corrected so that any upcoming builds will contain the correct components.

Identify the Recall Schedule

Describe the recall schedule for notifications.:

Dealer notification will begin by 11/18. Owners will be notified by 11/25 to retorque the bolts and then visually inspect the rotation bearing bolts daily. Parts will be provided to repair when available.

Planned Dealer Notification Begin Date: 11/18/2020

Planned Dealer Notification End Date:

Planned Owner Notification Begin Date: 11/25/2020

Planned Owner Notification End Date:

Manufacturer's identification code for this recall (if applicable):

SN687

Please be reminded that owner notification letters must be mailed no more than 60 days from submission of this report.

Manufacturer Comments to NHTSA Staff

All affected units have been sold to one dealer. The dealer has been notified that they will need to correct all on-hand inventory and all inventory in rental fleet.

Document Upload

There are 0 documents associated with this report.



TEREX®

Terex Utilities

SAFETY NOTICE

SN687

DATE: 11/16/2020

REVISED:

TO: Owners, Users, Dealers, and Installers

MODELS AFFECTED: TL80 & TL100

SUBJECT: Rotation Bearing Bolts

Issue:

Terex Transmission TL models TL80 & TL100 aerial devices, produced from April 2019 through August 2020, may have rotation bearing bolts that will loosen. The loosening of the bearing bolts may cause the bearing bolts to fail. **Failure of the rotation bearing bolts could cause the boom to fall which could result in injury or death.**

Action:

What the Owner Must Do:

The owner must inspect their equipment and correct if required:

1. Immediately inform all users, operators, and supervisors that the rotation bearing bolts must be inspected daily before use.
2. Inspect to determine if it has loose rotation bearing bolts using the following figures as reference. All rotation bearing bolts must be inspected; both the rotation bearing bolts connecting the rotation bearing to the pedestal and the rotation bearing bolts connecting the rotation bearing to the turntable need to be inspected. The rotation bearing bolt inspection only applies to units without a hydraulic lift.



Figure 1. Area of unit to inspect rotation bearing bolts

- a. The inspection involves a torque check on all rotation bearing bolts using a calibrated torque wrench. The torque required for the rotation bearing bolts on the TL80 & TL100 is 350 ft-lbs.
- b. Any loose bearing bolts are to be retorqued to 350 ft-lbs using a calibrated torque wrench. For this issue, any loose bolts can be retorqued without replacement. Any

- missing bearing bolts and/or washers are to be replaced with new hardware using the parts section of the manual to determine the correct bolt and/or washer part numbers.
- c. After the rotation bearing bolts are retorqued, apply torque striping across the bolt head and washer to the bolting plate to aid in daily visual inspections.
3. After retorquing all rotation bearing bolts, the unit can be used following the instructions in the continued use section below as well as all operator, maintenance, and inspection requirements as specified in the manuals.

Continued Use:

Inform the users of the content of this bulletin and remind them of the daily pre-shift inspection requirements.

1. Inspect the rotation bearing bolt torque stripe daily before use until Field Service Kit Z1604 is installed, using the above picture as reference.
 - a. If the torque stripe is intact and/or the washers do not move on all rotation bearing bolts machine use can continue until Field Service Kit Z1604 is installed, following all operator, maintenance, and inspection requirements as specified in the manuals and this bulletin.
 - b. If the torque stripe is broken or the washer is loose on any of the rotation bearing bolts, retorque the bolt to 350 ft-lbs with a calibrated torque wrench. After retorquing any required bolts, machine use can continue following the daily visual inspection and retorquing as needed until Field Service Kit Z1604 is installed.
2. Every 30 days after the initial torque check (Step 2 of the Action), perform a torque check on all rotation bearing bolts following the same procedure as in Step 2 of the Action.
3. Continue with the daily visual inspection of the rotation bearing bolts and 30-day torque checks until Field Service Kit Z1604 is installed.
4. Within 10 days of receiving this bulletin contact Terex Utilities; through your nearest TEREX Utilities dealer as shown on the web site, terexutilities.com, call Terex Utilities Warranty Department at 1-844-837-3948 or by email at utilities.warranty@terex.com to arrange for repair.
5. Always follow inspection and maintenance requirements as specified in the manuals. After Field Service Kit Z1604 is installed, follow Terex Utilities Product Advisory PA 1016-08 for future torque checks.

What Terex will Do:

Terex will provide Field Service Kit Z1604, parts and labor, at no cost to the customer. The Field Service Kit Z1604 provides replacement rotation bearing bolts, washers, pedestal reinforcement plates, and bolt spacers.

Contact Terex Utilities; through your nearest TEREX Utilities dealer as shown on the web site, terexutilities.com, call Terex Utilities Warranty Department at 1-844-837-3948 or by email at utilities.warranty@terex.com to arrange for repair within 10 days of receiving 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 of 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. Inform owners it will take approximately 6 hours to complete the repair.

Only TL80 & TL100 models are involved with the rotation bearing bolt issue, the hydraulic elevator TL80/112 models are not involved. If the owner contacts you call TEREX Utilities Warranty Department at 1-844-837-3948 for instructions and to arrange shipment of parts.

Affected units, as shown on the owner letter, will have the repairs performed at no charge to the owner. Free replacement is not mandatory for upgrades or improvements.

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 (TTY: 1-800-424-9153; or go to <http://www.safercar.gov> .)

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.

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 bulletin or have any questions, please contact TEREX Utilities at 1-844-837-3948 or utilities.warranty@terex.com.

Kolden, Les

Subject: Safety Notice 687 Prerelease Conference Call
Location: Microsoft Teams Meeting

Start: Wed 11/18/2020 9:45 AM
End: Wed 11/18/2020 10:00 AM
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: Kolden, Les
Required Attendees: Adam Lowe; Amanda Rogers; Anmy Ho; B Dray (bdray@u1source.com); Brian Woods; Brian.Plawecki@RingPower.com; C Rayner; Clyde Rogers; Corey Wilker; Dan Grouette; Darragh Geoghegan; David Jones; Donald Davis; Jacob Nadeau; Jake Wall; James Hand; Jeff Price; Jim Elliott (jelliott@customtruck.com); Jim Heaton; Jim Kiley; Joe Di Pede; Joel Ross; Josh Hearnden; Kevin McElgun; Larry Henley; Larry Nieman; Mike Albertson; Mike Beauregard; Phil Smith; Pierre Desrosiers; Quinton Hart; Reggie Williams; Rick VanBommel; Scott Jenken; Stephane DesChamps; Steve Chapman; Terry Boss; Terry Gafford; Tim Kiley; Wes MacDonald
Optional Attendees: Kolden, Les; Hegstrom, Jeff; Ries, Craig; Olson, Jim; Marshall, Joe

All,
DO NOT DISSEMINATE TO END CUSTOMERS! Terex Utilities has submitted the attached Defect Information Report (DIR) to the National Highway Traffic Safety Administration (NHTSA) for approval. Any dissemination to the owners prior to approval can result in **\$15,000 fine per unit**. If contacted about this report, you can speak with the customers about the issue but can't supply them with any other information. The issue is being addressed and a repair is under development. Tomorrow the 18th, we'll be hosting a prerelease conference call for upcoming Safety Notice 687. This notice addresses an issue with the turntable rotation bearing bolts on TL80 and TL100 aerials. Attached is the Defect Information Report recently submitted to NHTSA, NHTSA has assigned their bulletin# 20V696 to this report. The first owner letter mailing will take place no later than November 25th, 2020. I've attached the Defect Information Report, SN687 bulletin, and affected unit lists for review.

The meeting and conference call schedule is as follows. Times are Central Time:

9:45am-10:00am Dealer/distributor network

Please let me know if you have any questions.

Thank you,
Les

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Microsoft Teams meeting

Join on your computer or mobile app

[Click here to join the meeting](#)

Join with a video conferencing device

[178472503@teams.bjn.vc](tel:178472503@teams.bjn.vc)

Video Conference ID: 121 406 596 2

[Alternate VTC dialing instructions](#)

Or call in (audio only)

[+1 213-204-8852,,937097418#](tel:+12132048852937097418) United States, Los Angeles

Phone Conference ID: 937 097 418#

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