



April 14, 2020

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

## **IMPORTANT SAFETY RECALL 20V-103**

### **This notice applies to your vehicle**

Dear Terex Equipment Owner,

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

Terex is recalling certain 2014-2019 TM vehicles. The limit switch was installed upside down and may not stop platform level movement if the platform level exceeds 15 degrees as intended, potentially causing uncontrollable movement.

#### **REASON FOR NOTICE**

SN681 is for the platform leveling system on Terex TM end mount aerial devices. One of the two basket level limit sensors at the boom tip may have been assembled upside down. The limit sensors prevent the platform from going more than 15 degrees from level if the electrical system malfunctions. The incorrect mounting of the level sensor may cause an out of level basket to continue moving more than 15 degrees out of level. **If the leveling system malfunctions it may cause the occupants to fall from the platform, increasing the risk of an injury.**

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

No parts are required to reposition the sensor if required. Terex will provide Field Service Kit Z1562, sensor repositioning and testing instructions, and labor at no charge to the customer. Contact Terex Utilities; through your nearest TEREX Utilities dealer as shown on the web site, <http://www.terex.com/utilities/en>, call Terex Utilities at 1-844-837-3948 or by email at [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com) to arrange for repair within 10 days of receiving this bulletin.

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

The owner must inspect their equipment and correct if required within 10 days of receiving this bulletin.

1. Inform all users, operators, and supervisors that the basket level sensor must be inspected within 10 days on TM end mount aerial devices and follow the continued use section of this bulletin until the unit is corrected. This bulletin does not apply to units with side mount platforms.
2. Inspect the unit to determine if your unit has an incorrectly installed level sensor.

3. If your unit has both sensors mounted with the light colored potting visible, this bulletin applies. Correct following the instructions in Field Service Kit Z1562. Take a picture before correcting the issue and another picture after correcting the issue. Send both pictures with the completion form including the serial number and date of correction to [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com).
4. If your unit has the light colored potting visible only on the top sensor, and the wires coming out of the sensors below the mounting screw this bulleting does not apply and use can continue without restriction.

## CONTINUED USE

1. Inform the users of the content of this bulletin and remind them of the daily pre-shift inspection requirements.
2. If the leveling system malfunctions and the platform gets more than 15 degrees out of level utilize one of the following procedures to stop the leveling system:
  - a. Release the enable lever and use the manual level adjustment control to correct the level of the platform.
  - b. From the lower controls shut off the upper controls and use the lower controls to level platform and lower boom.
  - c. Repair issue that caused the malfunction and correct leveling sensor per the Field Service Kit Z1562 instructions.
3. Always follow inspection and maintenance requirements as specified in the manuals.

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 1-800-982-8975

**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>.)

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.

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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) . Forward this Notice to the new owner within 10 days of receipt of this letter.

If you have leased this vehicle to another person, forward a copy of this notice to the lessee 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 PN681.

<b>Model</b>	<b>Serial Number</b>
'model'	'Serial number'

**Terex Utilities**

**SAFETY NOTICE**

**SN681**

**DATE:** 2/24/2020

**REVISED:**

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

**MODELS AFFECTED:** TM End Mount Aerial Devices

**SUBJECT:** Leveling Sensor Installation

**Issue:**

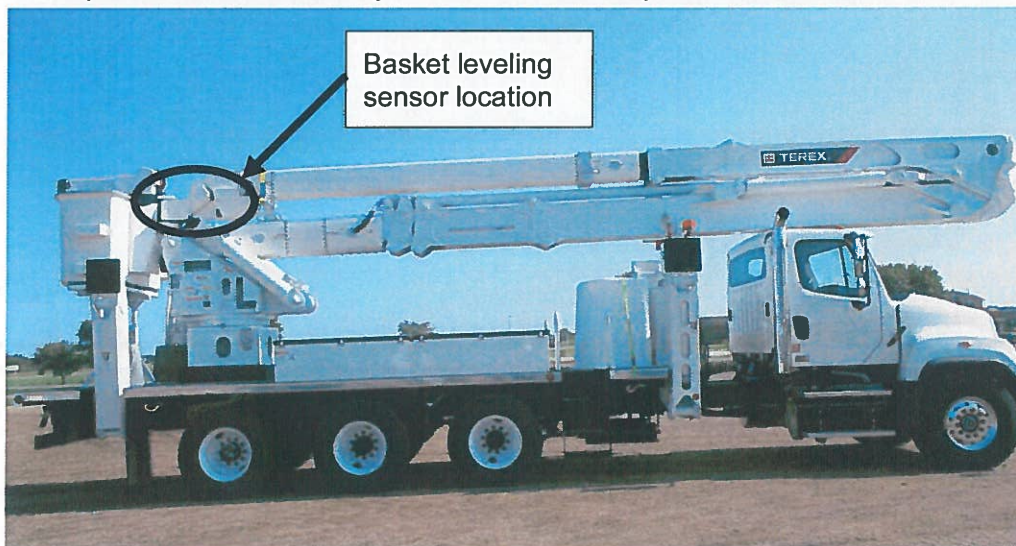
On Terex TM end mount aerial devices, manufactured from April 2014 through July 2019, one of the two basket level limit sensors at the boom tip may have been assembled upside down. The limit sensors prevent the platform from going more than 15 degrees from level if the electrical system malfunctions. The incorrect mounting of the level sensor may cause an out of level basket to continue moving more than 15 degrees out of level. **If the leveling system malfunctions it may cause the occupants to fall from the platform.**

**Action:**

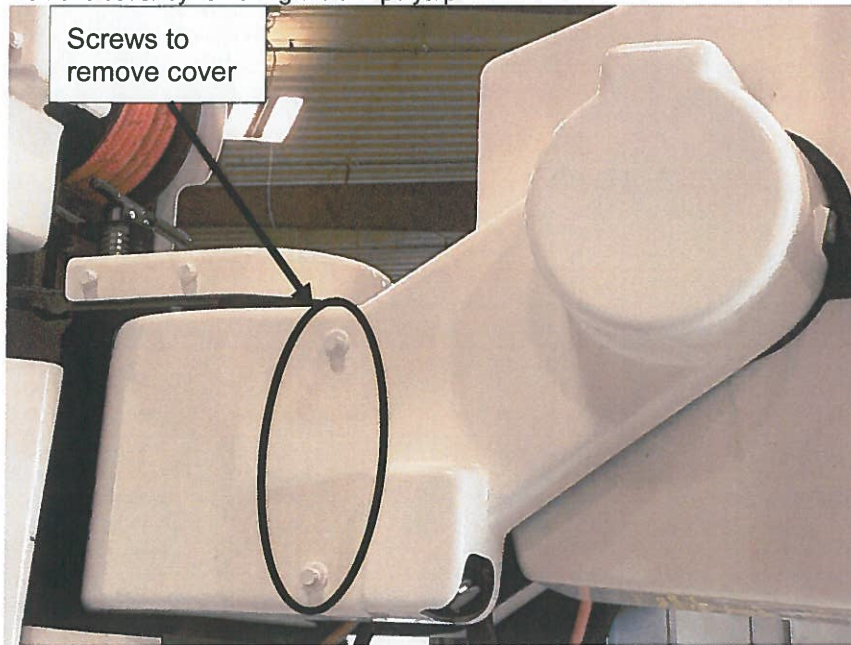
**What the Owner Must Do:**

The owner must inspect their equipment and correct if required within 10 days of receiving this bulletin.

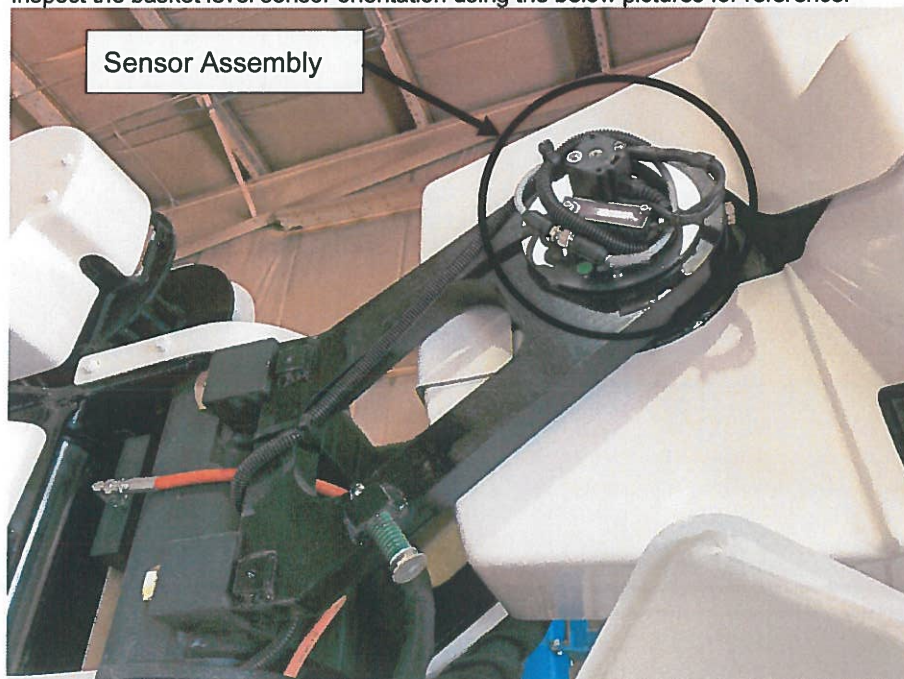
1. Inform all users, operators, and supervisors that the basket level sensor must be inspected within 10 days on TM end mount aerial devices and follow the continued use section of this bulletin until the unit is corrected. This bulletin does not apply to units with side mount platforms.
2. Inspect the unit to determine if your unit has an incorrectly installed level sensor.

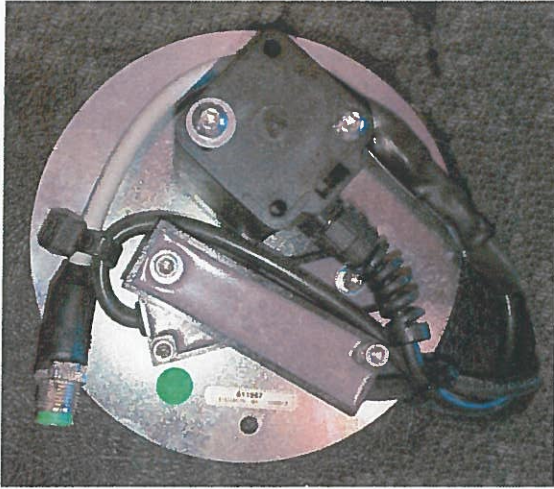


- a. Remove cover by removing the two polytop screws to access the basket level sensor.

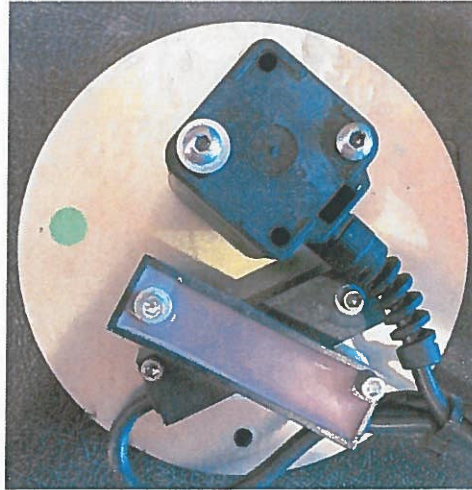


- b. Inspect the basket level sensor orientation using the below pictures for reference.





This bulletin applies if the Light colored potting visible on both sensors



This bulletin does **NOT** apply if the Light colored potting visible on top sensor only

3. If your unit has both sensors mounted with the light colored potting visible, this bulletin applies. Correct following the instructions in Field Service Kit Z1562. Take a picture before correcting the issue and another picture after correcting the issue. Send both pictures with the completion form including the serial number and date of correction to [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com).
4. If your unit has the light colored potting visible only on the top sensor, and the wires coming out of the sensors below the mounting screw this bulleting does not apply and use can continue without restriction.

### Continued Use:

1. Inform the users of the content of this bulletin and remind them of the daily pre-shift inspection requirements.
2. If the leveling system malfunctions and the platform gets more than 15 degrees out of level utilize one of the following procedures to stop the leveling system:
  - a. Release the enable lever and use the manual level adjustment control to correct the level of the platform.
  - b. From the lower controls shut off the upper controls and use the lower controls to level platform and lower boom.
  - c. Repair issue that caused the malfunction and correct leveling sensor per the Field Service Kit Z1562 instructions.
3. Always follow inspection and maintenance requirements as specified in the manuals.

## **What Terex will Do:**

No parts are required to reposition the sensor if required.

Contact Terex Utilities; through your nearest TEREX Utilities dealer as shown on the web site, [terexutilities.com](http://terexutilities.com), call Terex Utilities Warranty Department at 1-844-837-3948 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 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. Affected units, as shown on the owner letter, will have the repairs performed at no charge to the owner. Labor allowance is \$120.

Only TM models built after April 2014 are affected. If the owner contacts you call TEREX Utilities Warranty Department at 1-844-837-3948 for repair instructions.

**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****Safety Notice 681****Utilities****Completion Form****TM SERIES AERIAL LEVELING SENSOR INSTALLATION**

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:**

The leveling sensors have been inspected on this unit and are positioned correctly when compared with Fig. 4B on the Safety Notice 681 bulletin. **No repair required.** Please submit a photo of the mounted sensors with this completion form. **\*No reimbursement for inspection only.\***

The unit noted above had the leveling sensors incorrectly mounted as shown on page 3, Fig. 4A of the SN681 bulletin. The sensor position has been corrected by following the instructions provided in Field Service Kit Z1562.

Provide a picture of the sensor position **BEFORE** correction. Submit picture with this work completion form.

Provide a picture of the sensor position **AFTER** correction. Submit picture with this work completion form.

**The level system has been tested** per instructions provided as part of the Z1562 FSK and functions correctly.

**Labor allowance for repairs following Z1562 FSK is \$120.00 per unit.**

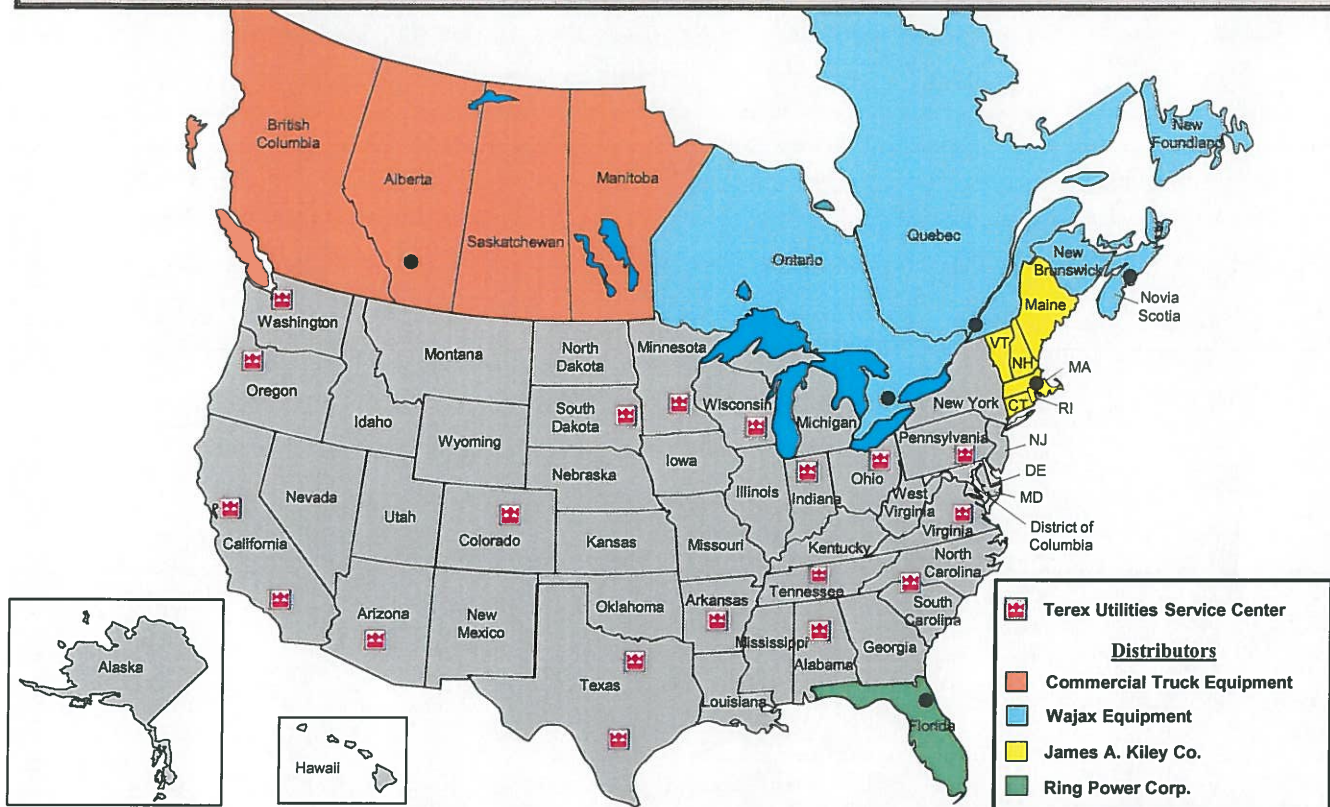
**\*Reimbursement for travel expense will only apply to sold units, registered to end owners (excludes rental units). Travel above \$450 requires pre-approval.**

**Work Order:** \_\_\_\_\_**Comments:** \_\_\_\_\_

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



# Terex Utilities Service Network



**Terex Utilities Service Center**

**Distributors**

- Commercial Truck Equipment**
- Wajax Equipment**
- James A. Kiley Co.**
- Ring Power Corp.**




## Terex Utilities

<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 Gemblar Rd San Antonio, TX 78219	<b>Medina</b> 330.722.6900 1175 Industrial Parkway Medina, OH 44256	




## Distributors

<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"</td></tr><tr><td>"Address"</td></tr><tr><td>"City", "State" "Zip Code"</td></tr></table>			"Customer's Name"	"Address"	"City", "State" "Zip Code"
"Customer's Name"					
"Address"					
"City", "State" "Zip Code"					

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	
<b>SAFETY RECALL NOTICE</b>		
"Customer's Name"		
"Address"		
"City", "State" "Zip Code"		