



## Terex Utilities

# SAFETY NOTICE

# SN682

**DATE:** 3/30/20

**REVISED:**

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

**MODELS AFFECTED:** Digger Derricks

**SUBJECT:** International Diamond Logic Programming

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### Issue:

Terex has become aware of some International vehicles, using the Diamond Logic computer system, may disable auxiliary engine control. If the hood switch indicates open or a hood switch failure occurs, the logic in the Diamond Logic computer may disable the auxiliary engine control for engine stop/start. **If the Diamond Logic computer system does not detect the hood switch signal, an emergency remote engine stop may not be possible.**

### Action:

#### What the Owner Must Do:

1. Verify you are the owner of the unit serial numbers listed on the owner letter addressed to you.
2. Complete the owner information form enclosed with the owner letter and return the form to [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com) or fax to 1-605-882-5579. It will be important to include the unit serial number, vehicle VIN, unit location and contact information for arranging repair.
3. If you are no longer the owner of an affected unit, send the unit serial number and buyer contact information to [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com) or fax to 1-605-882-5579.
4. Terex recommends the completion of this bulletin to take place within 60 days. If you have not been contacted to arrange a time for repair within 60 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. Ensure the hood is closed at all times the digger derrick is in use.
2. Be aware that if the hood switch fails or indicates the hood is open, the auxiliary engine control for engine stop/start may not work.

### What Terex will Do:

Terex Utilities will facilitate arrangements with International to make the appropriate repairs. The Diamond Logic computer program will be updated to only allow the vehicle hood switch to prevent a remote engine start.

**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. 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](mailto: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.