

Subject: FW: Defect Information Report
Location: [REDACTED]

Start: Wed 12/7/2022 10:20 AM
End: Wed 12/7/2022 10:40 AM

Recurrence: (none)

Meeting Status: Accepted

Organizer: [REDACTED]

Resources: [REDACTED]

We did have this DIR meeting.

-----Original Appointment-----

Sent: Monday, December 5, 2022 2:10 PM

Subject: Defect Information Report

When: Wednesday, December 7, 2022 10:20 AM-10:40 AM (UTC-06:00) Central Time (US & Canada).

Where: [REDACTED]

This conference call invite is intended for Terex Utility Dealers only.

This conference call invite is to disclose Terex Utilities has submitted two Defect Information Reports (DIR) to the National Highway Traffic Safety Administration (NHTSA). A copy of each is attached for your review. Through the NHTSA website, (nhtsa.gov) this DIR is made public, and it's also emailed to anyone who has signed up to receive Terex Utilities submissions. These notifications can generate questions from our customers, and we want to ensure you're informed in the event you receive a call pertaining to these DIR. Please read the DIR in its' entirety. We'll review the DIR during the conference call and answer any questions.

A campaign bulletin is in process and a second conference call will follow, once it's completed.

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Vehicle Report

Transaction ID: 22-0010369-28700-10 (Original Report)

Required fields indicated with *

Manufacturer: Terex South Dakota, Inc.	
500 Oakwood Road Watertown SD 57201	Craig Ries 6058825613,

This is a Safety Defect Report.

Vehicle Information	
Terex C4000, Optima TC, XT Pro 2022	
* Model Yr. Start: 2022	* Model Yr. End: 2022
* Make: Terex	Type: LOW VOLUME VEHICLES
* Model: C4000, Optima TC, XT Pro	Body Style:
	Powertrain:
Production Dates	Descriptive Information:
Begin: 09/27/2022	The recall population includes all A-frame outriggers containing part number 631148 cylinders built from September 27, 2022 to October 27, 2022.
End: 10/27/2022	
VIN Range(s):	Begin: End:

Number potentially involved: 40	Estimated percentage of involved with defect: 30%
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Defect / Noncompliance Description	
For this Defect/Noncompliance:	
<p>* Describe the defect or noncompliance: The outrigger cylinder 631148 may be machined incorrectly. This will affect the lock valve cartridge seals and may allow the cylinder to drift.</p> <p>If a noncompliance, provide the applicable FMVSS:</p> <p>If applicable, provide any further FMVSS affected:</p> <p>Describe the cause: The cylinder may have been machined incorrectly, affecting the lock valve cartridge seals and allowing the cylinder to drift.</p>	<p>* Describe the safety risk: Drifting of the cylinder may result in the machine tipping resulting in injury.</p> <p>Identify any warning which can precede or occur: The operator is to conduct a daily pre-shift operational check of all outrigger and boom functions. Drifting of an outrigger could be detected during this check.</p>
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 Contact Information
Company Name: Newstar Rosenboom	First Name: Emily
Country: China	Last Name: Yi
Address 1: 99 Zhongtai Road	Position: Sales Associate
Address 2:	Email: xinghui@xinghui.cn
City: Linyi	Phone: 5352169996
State: Foreign States	
Zip/Postal Code: 276024	

Involved Components	
If the defect or noncompliance involves a specific component(s), identify that component(s) below.	
Component Name:	Jack Cylinder Assembly
Component Description:	Jack Cylinder Assembly
Component Part Number:	631148

Chronology of Defect / Noncompliance Determination

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

A dealer reported outriggers drifting in October. The investigation and consultation with the vendor determined that the cylinders may not have been machined correctly. The decision to recall the cylinders was made on November 22nd.

Identify the Remedy

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

All affected 631148 cylinders will be replaced with new, correctly machined cylinders. The cylinders will be replaced at no cost to the owner.

Describe what distinguishes the remedy component from the recalled component.

The remedied cylinders start with cylinder serial number XH22110001 and progress numerically (XH22110002, XH22110003, etc). The recalled cylinders are serial numbers XH22090001 through XH22090234 and XH22100001 through XH22100100.

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

The potentially defective cylinders were isolated in production on October 28, 2022. Dealers were contacted and instructed to isolate all possibly defective cylinders. Twelve potentially defective cylinders were not found. There were 17 completed units containing 40 cylinders shipped by the installers to the end customers, which will contain the 12 remaining potentially defective cylinders. Corrected cylinders started to be used on November 14, 2022.

Identify the Recall Schedule

Describe the recall schedule for notifications.:

Dealer notification will begin by December 9, 2022. Owner notification will begin by February 1, 2023.

Planned Dealer Notification Begin Date: 12/09/2022

Planned Dealer Notification End Date:

Planned Owner Notification Begin Date: 02/01/2023

Planned Owner Notification End Date:

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

SN714

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

Dealers are calling the customers of the 17 units that may contain the remaining 12 potentially defective cylinders. If the remaining 12 cylinders are located, no customer mailings are planned.

Document Upload

There are 0 documents associated with this report.