



July 13, 2022

IMPORTANT SAFETY RECALL 22V-138

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.

REASON FOR NOTICE

Bulletin SN708 is for Terex model 2016-2021 OM, TCX, and Optima HRX dual platform aerial devices, produced from June 2016 through November 2021, that may have Emergency STOP controls that fail to stop all functions at the upper controls. The Emergency STOP controls will stop the function of the controls at its respective control station but may not stop the function of the controls in the other control station. Failure to correct the operation of the Emergency STOP controls may result in the inability to stop inadvertent machine movement, increasing the risk of injury.

WHAT TEREX WILL DO

Terex will provide Field Service Kit Z1648 or Z1649 for installation on your unit at no cost to the owner. Field Service Kit Z1648 will add a Stop/Start plunger to the passenger's control station and will add Emergency STOP placards to both upper control stations. Field Service Kit Z1649 will add Emergency STOP placards to both upper control stations and is intended for machines that are already equipped with Engine Stop/Start plungers at both upper control stations.

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 with any questions. 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.

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 operation of the Emergency STOP must be inspected from both platforms within 10 days of receiving this bulletin. This bulletin only applies to OM, TCX, and Optima HRX models with dual platforms.
2. Inspect the operation of the Emergency STOP control from both platforms. If the Emergency STOP is activated in either platform, the boom controls should not operate from either platform.
3. If activation of either Emergency STOP control allows boom operation from either platform, this bulletin applies.
 - a. If your machine is equipped with Engine Stop/Start only at one platform control station, contact Terex using one of the contact methods listed in the "What Terex will Do" section within 10 days of receiving this bulletin to arrange for installation of Field Service Kit Z1648. See the continued use section for further instructions until Field Service Kit Z1648 is installed.
 - b. If your machine is equipped with Engine Stop/Start at both platform control stations, refer to the Field Service Kit Z1649 instructional drawing to install Emergency STOP placards at the

Terex South Dakota, Inc.
3140 15th Ave SE
Watertown, SD 57201 USA
1-844-837-3948 • Fax 1-605-882-1842

upper control stations and for Emergency STOP validation. After completing the placard installation and Emergency STOP validation, complete the enclosed Completion Form and return it to Terex. Once this is complete, the unit can be used following all operator, maintenance, and inspection requirements as specified in the manuals.

4. If activation of either Emergency STOP control prevents boom operation from both platforms, this bulletin does not apply. The unit can be used following all operator, maintenance, and inspection requirements as specified in the manuals.

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 Emergency STOP control does not stop all boom functions, utilize one of the following procedures to stop all boom functions:
 - a. Activate the Emergency STOP control in both platforms or press the Engine Stop/Start plunger at either platform control (if equipped).
 - b. At the lower control station, move the selector to Lower or Emergency STOP.
 - c. At the rear of the chassis, press the Emergency STOP button or move the selector to the outrigger position; if safe to do so, if in contact with the ground.
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 1-844-837-3948.

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.

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. 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 SN708.

Model	Serial Number
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TEREX®

Terex Utilities

SAFETY NOTICE

SN708

DATE: 3/3/2022

REVISED:

TO: Owners, Users, Dealers, and Installers

MODELS AFFECTED: OM, TCX, & Optima HRX

SUBJECT: Dual Platform Emergency STOP

Issue:

Terex model OM, TCX, and Optima HRX dual platform aerial devices, produced from June 2016 through November 2021, may have Emergency STOP controls that fail to stop all functions at the upper controls. The Emergency STOP controls will stop the function of the controls at its respective control station but may not stop the function of the controls in the other control station. **Failure to correct the operation of the Emergency STOP controls may result in the inability to stop inadvertent machine movement.**

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 operation of the Emergency STOP must be inspected from both platforms within 10 days of receiving this bulletin. This bulletin only applies to OM, TCX, and Optima HRX models with dual platforms.
2. Inspect the operation of the Emergency STOP control from both platforms. If the Emergency STOP is activated in either platform, the boom controls should not operate from either platform.
3. If activation of either Emergency STOP control allows boom operation from either platform, this bulletin applies.
 - a. If your machine is equipped with Engine Stop/Start only at one platform control station, contact Terex using one of the contact methods listed in the "What Terex will Do" section within 10 days of receiving this bulletin to arrange for installation of Field Service Kit Z1648. See the continued use section for further instructions until Field Service Kit Z1648 is installed.
 - b. If your machine is equipped with Engine Stop/Start at both platform control stations, refer to the Field Service Kit Z1649 instructional drawing to install Emergency STOP placards at the upper control stations and for Emergency STOP validation. After completing the placard installation and Emergency STOP validation, complete the enclosed Completion Form and return it to Terex. Once this is complete, the unit can be used following all operator, maintenance, and inspection requirements as specified in the manuals.
4. If activation of either Emergency STOP control prevents boom operation from both platforms, this bulletin does not apply. The unit can be used following all operator, maintenance, and inspection requirements as specified in the manuals.

Continued Use:

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

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Watertown, SD 57201 USA
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2. If the Emergency STOP control does not stop all boom functions, utilize one of the following procedures to stop all boom functions:
 - a. Activate the Emergency STOP control in both platforms or press the Engine Stop/Start plunger at either platform control (if equipped).
 - b. At the lower control station, move the selector to Lower or Emergency STOP.
 - c. At the rear of the chassis, press the Emergency STOP button or move the selector to the outrigger position; if safe to do so, if in contact with the ground.
3. Always follow inspection and maintenance requirements as specified in the manuals.

What Terex will Do:

Terex will provide Field Service Kit Z1648 or Z1649 for installation on your unit at no cost to the owner. Field Service Kit Z1648 will add a Stop/Start plunger to the passenger's control station and will add Emergency STOP placards to both upper control stations. Field Service Kit Z1649 will add Emergency STOP placards to both upper control stations and is intended for machines that are already equipped with Engine Stop/Start plungers at both upper control stations.

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 with any questions. 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 the owner contacts you, inform owners it will take approximately 3 hours to complete the repair if Field Service Kit Z1648 is required and 10 minutes to complete the repair if Field Service Kit Z1649 is required. Labor allowance is 3 hours to install Field Service Kit Z1648.

Only OM, TCX, and Optima HRX models with dual platforms are involved. If the owner contacts you call TEREX Utilities Warranty Department at 1-844-837-3948 with the serial number for instructions.

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.

To register your Terex Utilities aerial device or digger derrick, click or navigate to the following link:
<https://www.terex.com/utilities/en/support/product-registration>