



August 8, 2023

'owner'

'address1'

'city', 'state' 'zip'

IMPORTANT SAFETY RECALL

NHTSA Recall No. 22V-893

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 SN715 is for 2022 Terex model C4000, C5000, C6000, C7000, and General digger derricks and TL80, TL80/112, and TL100 aerial devices, produced from June 1, 2022 through November 22, 2022, may have a defective boom weld caused by intermittent weld machine issues. Failure of a weld may lead to boom failure resulting in injury.

WHAT TEREX WILL DO

Terex will provide for the visual inspection of the affected booms, up to one (1) hour, at no cost to the owner. 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 of any cracked welds. Terex will repair or replace the boom as necessary, at no cost to the owner.

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 of the content of the bulletin.
2. Within 10 days of receiving the bulletin, visually inspect the suspected specified boom seam welds for cracking, using the information in the bulletin as reference. Depending on the configuration of the machine, covers may need to be removed in order to inspect the entire length of weld.
 - a. If the welds are not cracked, see the Continued Use section in the bulletin.
 - b. If any welds are cracked, do not use the machine until the boom is repaired. Contact the Terex Utilities Warranty department using the contact information in the bulletin to arrange repair.

CONTINUED USE

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

1. Visually inspect the indicated welds daily before use as indicated in Daily Inspection guidelines in the Maintenance Manual of your machine.

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

- a. If the welds are not cracked, machine use can continue.
2. If any welds are cracked, do not use the machine until the boom is repaired. Contact the Terex Utilities Warranty department using the contact information in the bulletin to arrange repair.
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 SN715.

Model	Serial Number
'model'	'Serial number'



TEREX®

Terex Utilities

SAFETY NOTICE

SN715

DATE: 2/2/2023

REVISED:

TO: Owners, Users, Dealers, and Installers

MODELS AFFECTED: C4000, C5000, C6000, C7000, General, TL80, TL80/112, TL100

SUBJECT: Boom Tube Weldments

Issue:

Terex model C4000, C5000, C6000, C7000, and General digger derricks and TL80, TL80/112, and TL100 aerial devices, produced from June 1, 2022 through November 22, 2022, may have a defective boom weld caused by intermittent weld machine issues. **Failure of a weld may lead to boom failure resulting in injury.**

Action:

What the Owner Must Do:

The owner must inspect their equipment and correct if required.

1. Immediately inform all users, operators, and supervisors of the content of this bulletin.
2. Within 10 days of receiving this bulletin, visually inspect the suspected specified boom seam welds for cracking, using Figures 1 through 6 as reference.
 - C4000, C5000, C6000, and C7000 digger derricks:
 - i. Main boom lower right weld seam (when viewing the boom from the turntable end) – see Figure 1 for reference.
 - ii. 2nd boom lower right weld seam (when viewing the boom from the turntable end) – see Figure 1 for reference.
 - General digger derricks:
 - i. Main boom upper left weld seam (when viewing the boom from the turntable end) – see Figure 2 for reference.
 - ii. 2nd, 3rd, and 4th boom, both the lower right and lower left weld seams (when viewing the boom from the turntable end) – see Figures 3 and 4 for reference.
 - TL80, TL80/112, and TL100:
 - i. Main upper boom lower left weld seam (when viewing the boom from the knuckle end) – see Figure 5 for reference.

Depending on the configuration of the machine, covers may need to be removed in order to inspect the entire length of weld.

- a. If the welds are not cracked, see the Continued Use section in this bulletin.
- b. If any welds are cracked, do not use the machine until the boom is repaired. Contact the Terex Utilities Warranty department using the contact information in this bulletin to arrange repair.

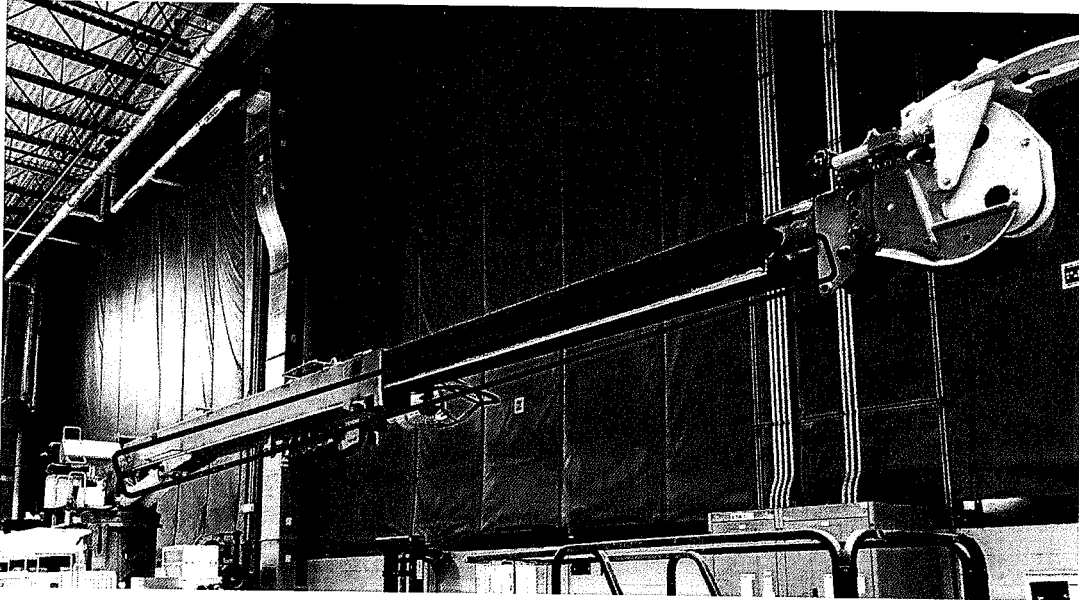


Figure 1. C4000, C5000, C6000, & C7000: Weld to Inspect

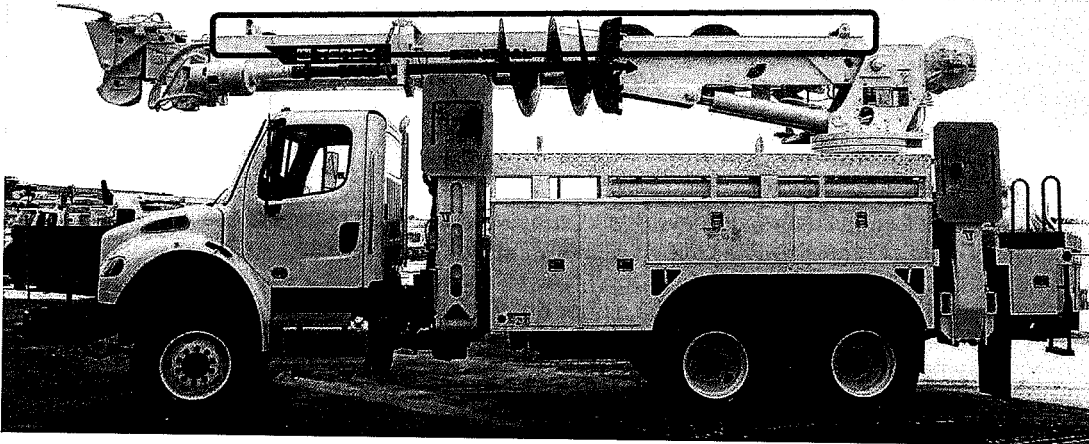


Figure 2. General Digger Derrick: Weld to Inspect – Main Boom

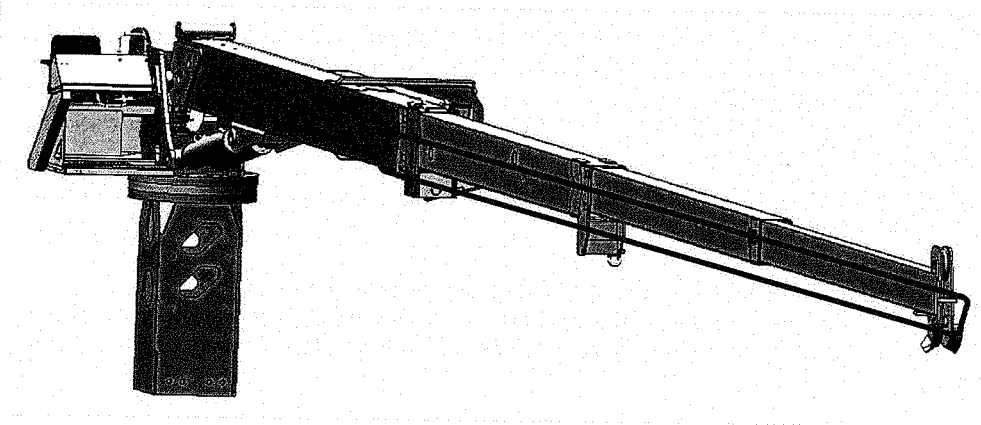


Figure 3. General Digger Derrick: Weld to Inspect – 2nd, 3rd, and 4th Booms

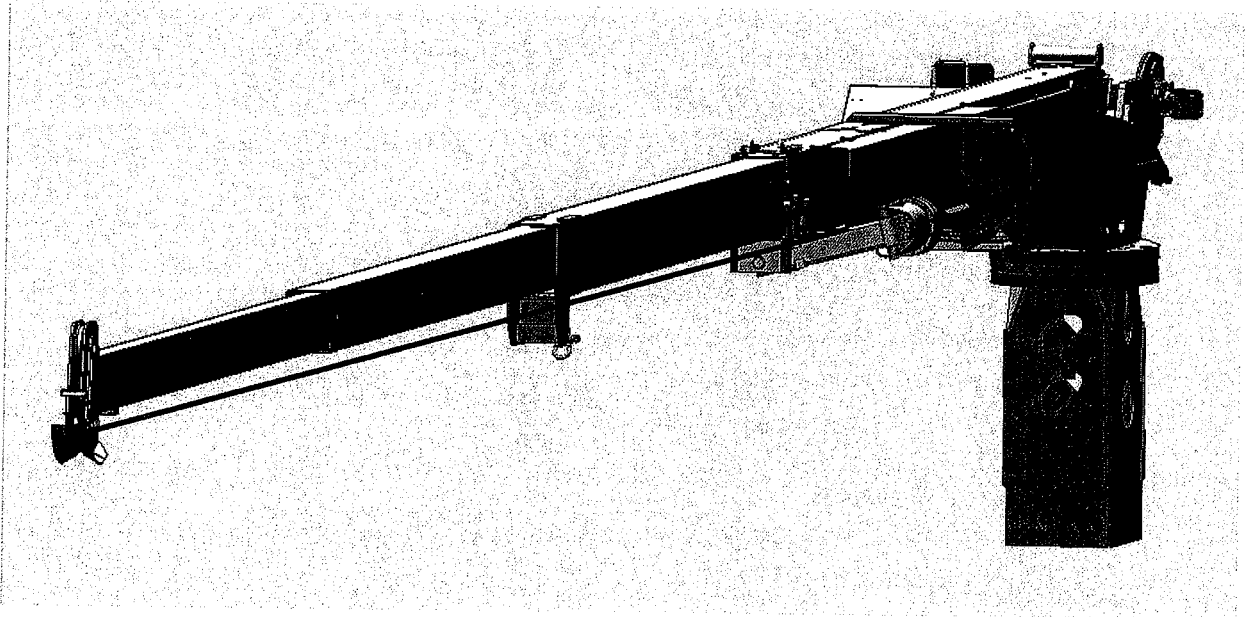


Figure 4. General Digger Derrick: Weld to Inspect – 2nd, 3rd, and 4th Booms

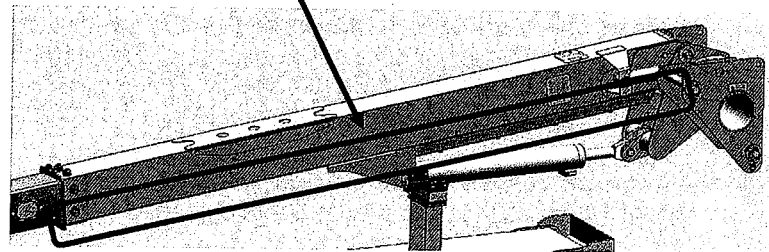
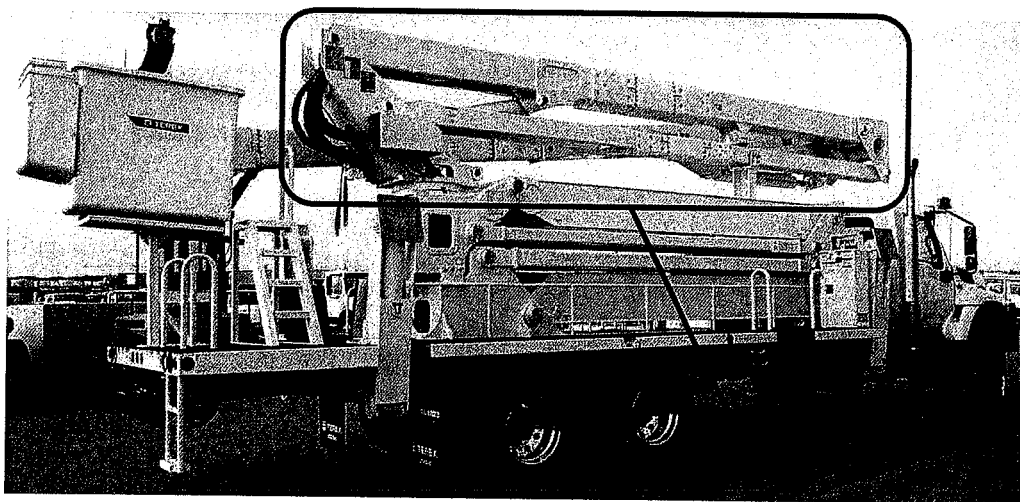


Figure 5. TL80, TL80/112 & TL100: Weld to Inspect (Lower Boom not Shown for Clarity)

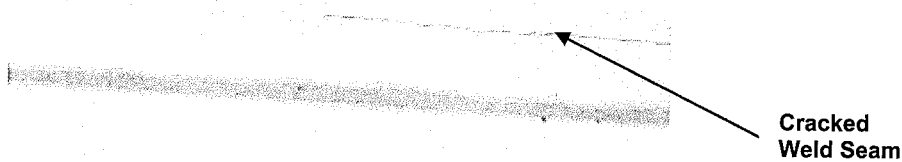


Figure 6. Cracked Weld Seam

Continued Use:

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

1. Visually inspect the indicated welds daily before use as indicated in Daily Inspection guidelines in the Maintenance Manual of your machine.
 - a. If the welds are not cracked, machine use can continue.
2. If any welds are cracked, do not use the machine until the boom is repaired. Contact the Terex Utilities Warranty department using the contact information in this bulletin to arrange repair.
3. Always follow inspection and maintenance requirements as specified in the manuals.

What Terex will Do:

Terex will provide for the visual inspection of the affected booms, up to one (1) hour, at no cost to the owner. 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 of any cracked welds. Terex will repair or replace the boom as necessary, at no cost to the owner.

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 inspections. Only C4000, C5000, C6000, C7000, General, TL80, TL80/112, & TL100 models per the date range stated above are involved. Affected units, as shown on the owner letter, will have the inspection performed at no charge to the owner.

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

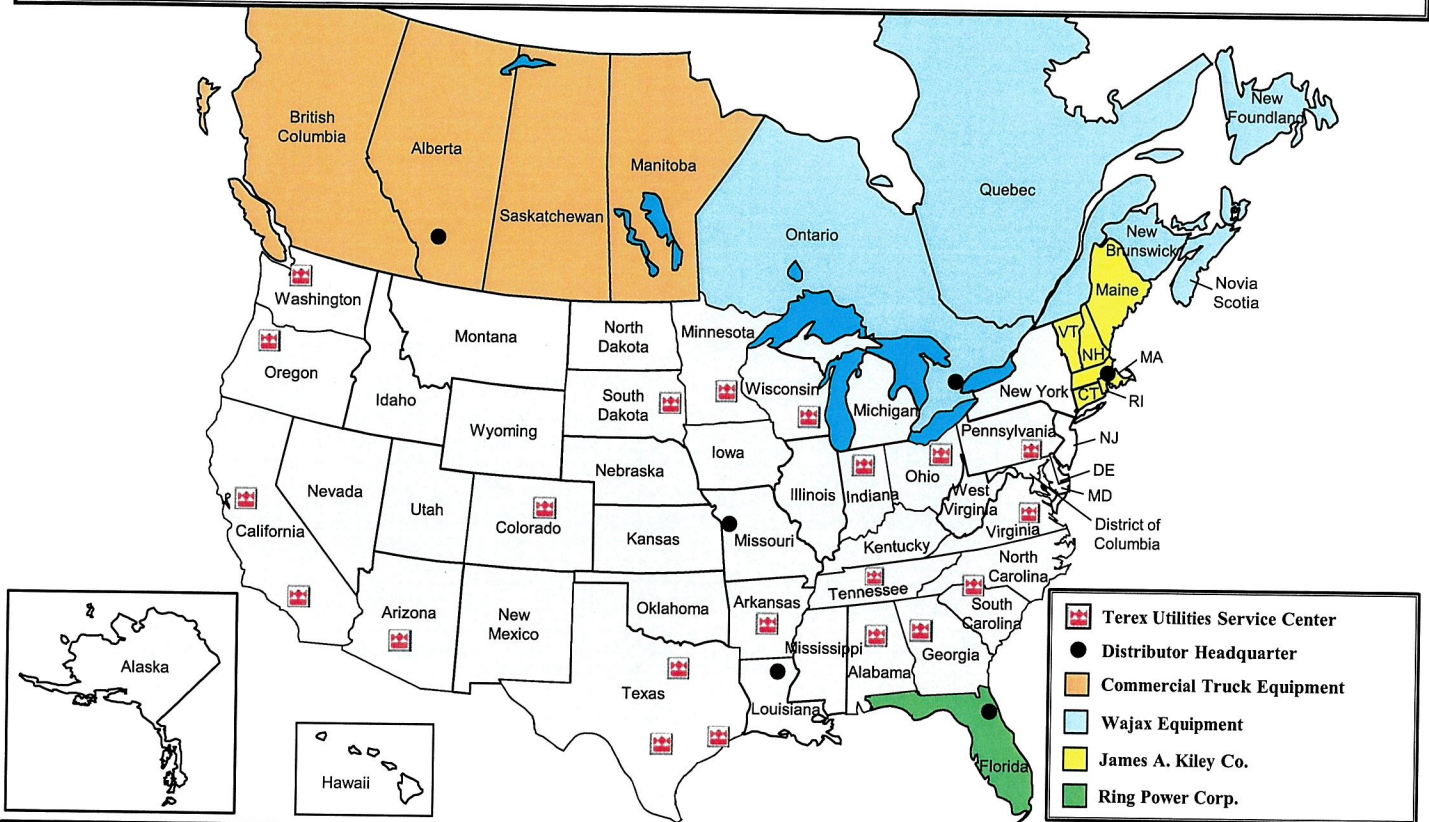
Or call the toll-free DOT auto Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153; or go to <http://www.safercar.gov> .)







Terex and local industry standards (CSA and ANSI) require 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>

Terex Utilities Service Network



-  Terex Utilities Service Center
-  Distributor Headquarter
-  Commercial Truck Equipment
-  Wajax Equipment
-  James A. Kiley Co.
-  Ring Power Corp.




Terex Utilities

Seattle 206.764.5025	Houston 346.261.3200	Medina 330.722.6900
7829 South 2016 th Street Kent, WA 98032	6610 Thompson Rd Baytown, TX 77521	1175 Industrial Parkway Medina, OH 44256
Portland 503.620.0611	N. Little Rock 501.945.6100	Bourbon 574.342.0086
12805 SW 77 th Place Tigard, OR 97223	309 Dixie Street North Little Rock, AR 72114	4470 Lincoln Hwy West Bourbon, IN 46504
Stockton 209.242.7104	Birmingham 205.841.6411	Waukesha 262.547.8500
2610 Lycoming Street Stockton, CA 95206	4120 Lewisburg Rd Birmingham, AL 35207	N4W22610 Bluemound Rd Waukesha, WI 53186
Fontana 909.565.1234	White House 615.672.4911	Shakopee 952.445.1555
8594 Cherry Avenue Fontana, CA 92335	200 Edenway Dr White House, TN 37189	12565 Hwy 41 Frontage Rd Shakopee, MN 55379
Phoenix 602.256.0162	Charlotte 704.654.3903	Watertown 605.882.3004
4920 W. Magnolia Street Phoenix, AZ 85043	11945 Goodrich Drive Charlotte, NC 28273	1901 14 th Avenue NW Watertown, SD 57201
Fort Worth 817.698.8005	Glen Allen 804.752.2811	Denver 303.202.0304
3155 S. Burlison Blvd. Burlison, TX 76028	11072 Washington Hwy Glen Allen, VA 23059	6295 E. 56 th Avenue Commerce City, CO 80022
San Antonio 210.476.7777	Lancaster 717.650.1044	Atlanta 470.291.1133
142 Gemblor Rd San Antonio, TX 78219	180 N. Donnerville Rd, Suite B Mountville, PA 17554	1400 Oakley Industrial Blvd Fairburn, GA 30213
Field Service 800.292.1931		




Distributors

Commercial Truck 877.915.9140
11199 48 St SE Calgary, AB T2C 5H4, Canada
Wajax Equipment 519.893.2942
2250 Argentia Rd Mississauga, ON L5N 6A5, Canada
James A. Kiley Co. 617.776.0344
15 Linwood Street Somerville, MA 02143-2188
Ring Power Co. 904.737.7730
500 World Commerce Pkwy St. Augustine, FL 32092
Scott Powerline 877.388.9269
3018 Harvester Drive Monroe, LA 71201
Custom Truck 833.281.7911
7701 Independence Ave Kansas City, MO 64125

Sample of window envelope, address shows through window.

 TEREX <i>Utilities</i> 3140 15 th Ave SE Watertown, SD 57201-9017	IMPORTANT SAFETY RECALL INFORMATION		
 U.S. Department of Transportation	Issued in Accordance With Federal Law	 ***** NHTSA <small>www.nhtsa.gov</small>	
SAFETY RECALL NOTICE			
<table border="1"><tr><td>"Customer's Name" "Address" "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.

 TEREX <i>Utilities</i> 3140 15 th Ave SE Watertown, SD 57201-9017	IMPORTANT SAFETY RECALL INFORMATION	
 U.S. Department of Transportation	Issued in Accordance With Federal Law	 ***** NHTSA <small>www.nhtsa.gov</small>
SAFETY RECALL NOTICE		
"Customer's Name" "Address" "City", "State" "Zip Code"		