

Terex Utilities**SAFETY NOTICE****SN710A**

DATE: 4/6/2022

REVISED: 4/21/2022

TO: Owners, Users, Dealers, and Installers

MODELS AFFECTED: XT Pro

SUBJECT: Pivot Pin Lubrication

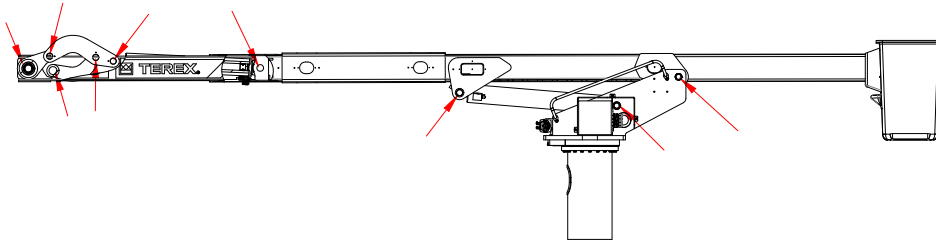
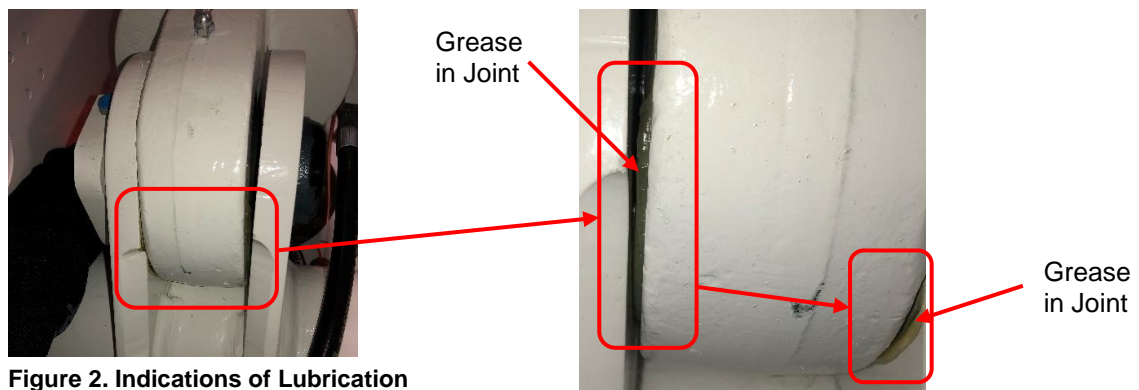
Issue:

Terex model XT Pro aerial devices, produced from October 2020 through March 2022, may not have received the required initial lubrication for all pivot pins. Lack of lubrication may result in seized pins which may break the pin retainers. **Failure of the pin retainers may cause the pin to become disconnected causing the boom to fall resulting in serious 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. Immediately inspect all pivot points for indications of lubrication, refer to Figures 1 through 3, and for any damaged components, including all pins, pin retainers, and fasteners.

**Figure 1. Areas of Machine to Inspect for Lubrication****Figure 2. Indications of Lubrication**

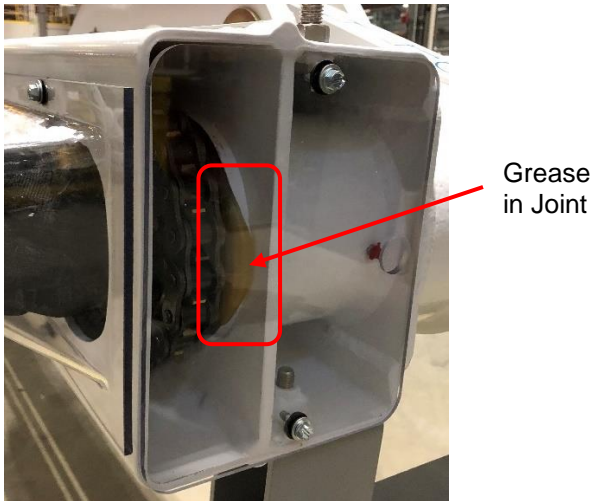


Figure 3. Indications of Lubrication

3. If pins are seized or the pin retaining components are damaged, do not use the machine until repaired. Contact the Terex Technical Support department by calling 1-844-837-3948 or by emailing utilities.service@terex.com for further inspection requirements.
4. If no issues are found during the inspection, lubricate the pivot points if necessary, per the lubrication chart on the machine or in the machine's manuals.
5. After completing the inspection and lubrication, complete the enclosed Completion Form and return to Terex using one of the contact methods listed in this bulletin.
6. Always follow the daily pre-shift inspection, periodic inspection, and maintenance requirements as specified in the manuals.

AS A REMINDER, IT IS THE OWNER'S RESPONSIBILITY TO LUBRICATE THE PIVOT PINS AT 6-MONTH INTERVALS PER THE MANUALS.

Continued Use:

The following are requirements for continued use of affected machines:

1. Inform all users, operators, and supervisors to daily inspect all pivot points and pin retainers for indications of seized pins and damaged components.
2. Lubricate the unit per the maintenance schedule on the lubrication chart on the machine or in the machine's manuals.
3. Always follow the daily pre-shift inspection, periodic inspection, and maintenance requirements as specified in the manuals.

What Terex will Do:

Terex recommends that the unit be brought to a Terex authorized service center for inspection of the pivot pins for indications of lubrication. Terex will reimburse 1 hour to inspect and lubricate the pivot pins, if necessary. Inspection and lubrication can be completed by the owner, Terex, or a Terex authorized dealer. It is the owner's responsibility to follow the lubrication requirements on the lubrication chart or in the manuals every 6 months or 1,000 hours of service, whichever comes first.

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 inspection and lubrication within 10 days of receiving this bulletin if desiring Terex to complete the 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. Affected units, as shown on the owner letter, will have the inspection and lubrication of pivot points performed at no charge to the owner. If the owner contacts you call TEREX Utilities Warranty Department at 1-844-837-3948 for further instructions.

Labor allowance is 1 hour to inspect and lubricate the pivot points. Only XT Pro models are involved.

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>