

Terex Utilities**SAFETY NOTICE****SN712****DATE:** 9/20/2022**REVISED:****TO:** Owners, Users, Dealers, and Installers**MODELS AFFECTED:** TL80, TL80/112, TL100**SUBJECT:** Boom Tip Leveling Cylinder Support Boss Weld**Issue:**

Terex model TL80, TL80/112, and TL100 aerial devices, produced from March 2019 through August 2022, may have the welds for the boom tip leveling cylinder support boss fail. Once the welds fail, the cylinder base pin may flex repeatedly until it cracks, and it may fail. **Failure of the cylinder base pin may result in the platform tipping, causing the platform occupants to fall 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. Inspect for cracks of the boom tip leveling cylinder boss to boom welds, using Figure 1 as reference.
 - a. If the welds are not cracked, see the Continued Use section in this bulletin.
 - b. If the welds are cracked, do not use the machine until Field Service Kits Z1665 and Z1666 (TL80/112 only) are installed.



Figure 1. Welds to Inspect, Both Sides of Leveling Cylinder

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 boom tip leveling cylinder boss welds daily before use until Field Service Kits Z1665 and Z1666 (TL80/112 only) are installed.
 - a. If the welds are not cracked, machine use can continue until Field Service Kits Z1665 and Z1666 (TL80/112 only) are installed.
 - b. If the welds are cracked, do not use machine until Field Service Kits Z1665 and Z1666 (TL80/112 only) are installed.
2. Contact Terex Utilities using the contact information in this bulletin to arrange repair using the following guidelines:
 - a. For TL80/112 models, contact Terex Utilities within 10 days of receiving this bulletin to schedule the installation of Field Service Kits Z1665 and Z1666.
 - b. For TL80 and TL100 models, contact Terex Utilities at the next scheduled maintenance interval for the installation of Field Service Kit Z1665.
3. Always follow inspection and maintenance requirements as specified in the manuals.

What Terex will Do:

Terex will provide for all TL80, TL80/112, and TL100 machines Field Service Kit Z1665, parts and six (6) hours labor, at no cost to the customer. Field Service Kit Z1665 will add reinforcement plates to the boom tip leveling cylinder bosses inside the upper boom. For all TL80/112 machines, Terex will also provide Field Service Kit Z1666, parts and two (2) hours labor, at no cost to the customer. Field Service Kit Z1666 will add a ratcheting tie down for the hydraulic elevator at the base of the machine.

Contact Terex Utilities; through your nearest TEREX Utilities dealer as shown on the website, terexutilities.com, call Terex Utilities Warranty Department at 1-844-837-3948 or by email at utilities.warranty@terex.com to arrange for repair. For TL80/112 models, contact Terex Utilities within 10 days of receiving this bulletin to schedule the installation of Field Service Kits Z1665 and Z1666. For TL80 and TL100 models, contact Terex Utilities at the next scheduled maintenance interval for the installation of Field Service Kit Z1665. 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.

Field Service Kits Z1665 and Z1666 (TL80/112 only) will be provided to the nearest Terex Utilities dealer or Field Service Technician for installation on your unit.

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 repairs. Labor allowance for Field Service Kit Z1665 is six (6) hours and for Field Service Kit Z1666 is two (2) hours.

Only TL80, TL80/112, and TL100 models are involved. Field Service Kit Z1665 will apply to the TL80, TL80/112, and TL100 models. Field Service Kit Z1666 only applies to the TL80/112 model. If the owner contacts you call TEREX Utilities Warranty Department at 1-844-837-3948 for instructions and to arrange shipment of parts.

Affected units, as shown on the owner letter, will have the repairs 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>