



## 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

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### 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. 2<sup>nd</sup> 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. 2<sup>nd</sup>, 3<sup>rd</sup>, and 4<sup>th</sup> 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.

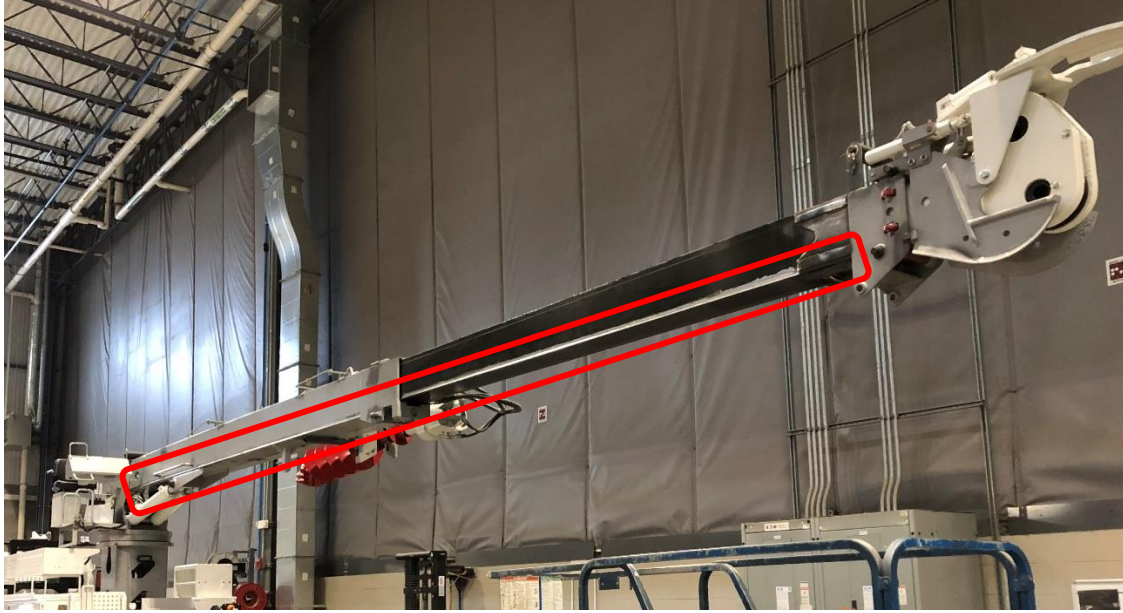


Figure 1. C4000, C5000, C6000, & C7000: Weld to Inspect



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

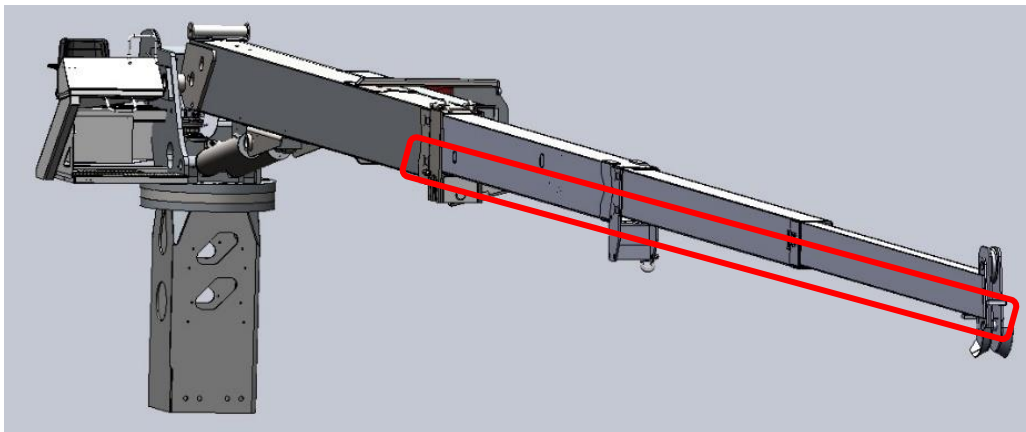


Figure 3. General Digger Derrick: Weld to Inspect – 2<sup>nd</sup>, 3<sup>rd</sup>, and 4<sup>th</sup> Booms

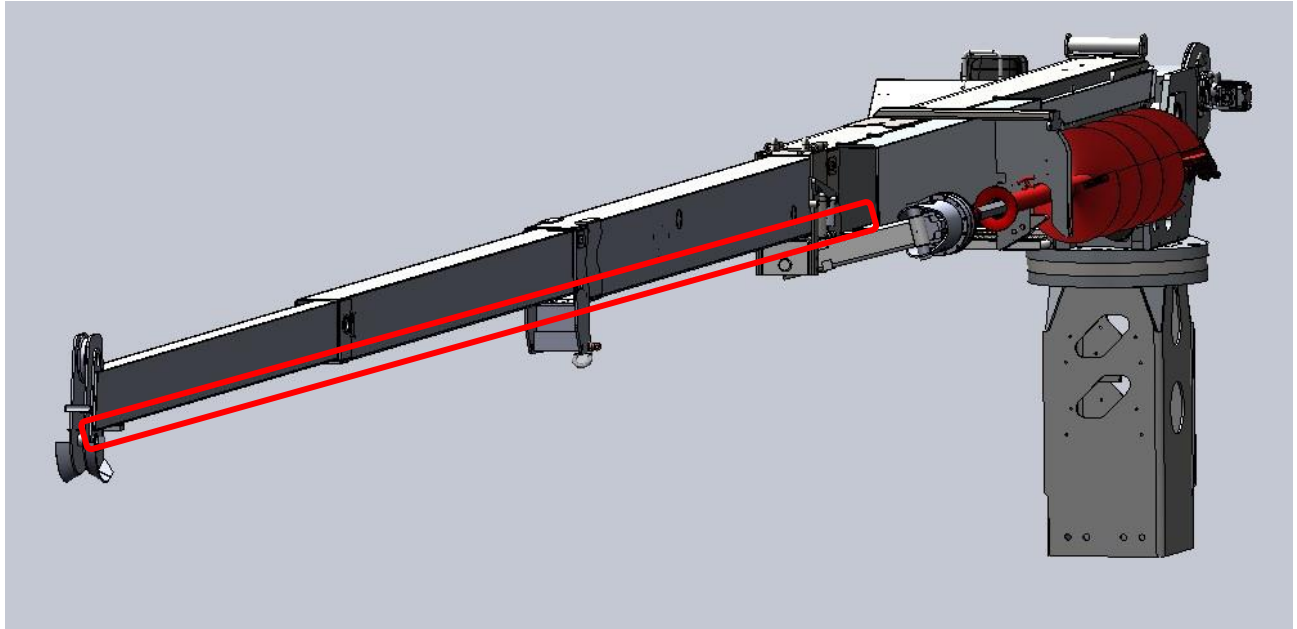


Figure 4. General Digger Derrick: Weld to Inspect – 2<sup>nd</sup>, 3<sup>rd</sup>, and 4<sup>th</sup> Booms

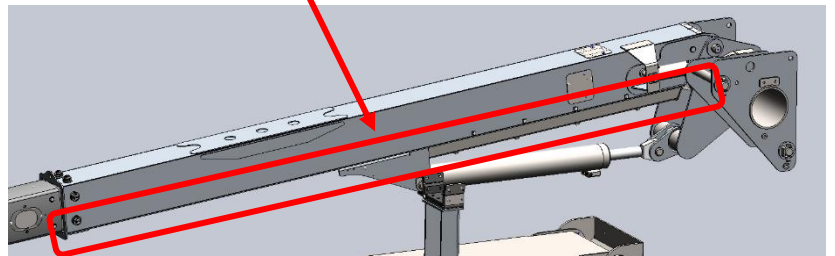
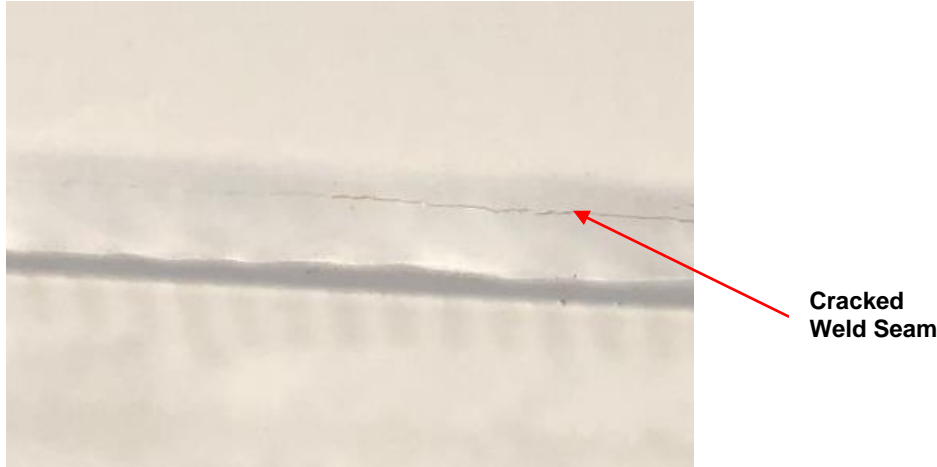


Figure 5. TL80, TL80/112 & TL100: Weld to Inspect (Lower Boom not Shown for Clarity)



**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](http://terexutilities.com), call Terex Utilities Warranty Department at 1-844-837-3948 or by email at [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com) to arrange for repair of any cracked welds.

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](mailto: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>