



November 17, 2023

'owner'  
'address1'  
'city', 'state' 'zip'

## **IMPORTANT SAFETY RECALL**

**NHTSA Recall No. 23V-703**

**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**

Terex South Dakota, Inc. has decided that a defect, which relates to motor vehicle safety, exists in certain 2021 to 2023 Terex TL48 model aerial devices, produced from October 2021 to May 2023. The mounting bolts that attach the pedestal to the sub-base may loosen. The loosening of the mounting bolts may cause the bolts to fail. Failure of the mounting bolts could cause the boom to fall which could result in injury or death.

### **WHAT TEREX WILL DO**

Terex will provide Field Service Kit Z1702, parts and labor, at no cost to the customer. The Field Service Kit Z1702 provides replacement pedestal to sub-base mounting bolts and washers. It will take approximately one (1) hour to complete the repair.

Locate your nearest Terex Utilities Service Center by visiting our website at [www.terexutilities.com](http://www.terexutilities.com) and select the Service tab. To schedule repairs with Terex Utilities Field Service, call 1-844-837-3948. The Terex Utilities Warranty Department can also be reached at 1-844-837-3948 or by email at [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com). Repairs can also be coordinated through our Dealer Service network as noted on the map included with this mailing.

### **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 pedestal to sub-base mounting bolts must be inspected before further use. Cover plates at the base of the pedestal may need to be removed to inspect the bolts, referring to the figures in the bulletin.
2. Inspect the head markings of the bolts to determine if they are grade 5 or grade 8 using figures in the bulletin.
3. Inspect to determine if the pedestal to sub-base mounting bolts are loose.
  - a. The inspection involves a torque check on all pedestal to sub-base mounting bolts using a calibrated torque wrench.
  - b. Any loose pedestal to sub-base mounting bolts are to be retorqued using a calibrated torque wrench. Grade 5 bolts are to be retorqued to 300 ft-lbs and grade 8 bolts to 460 ft-lbs.
  - c. After retorquing all pedestal to sub-base mounting bolts, apply torque striping across the bolt head and washer to the bolting plate to aid in further visual inspections.

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

- d. Store the pedestal base cover plates and mounting hardware in a secure location, such as a body compartment, until Field Service Kit Z1702 is installed. Inform users and operators that the opening in the body floor around the pedestal may be a trip hazard until the cover plates can be reinstalled.
4. After retorquing all pedestal to sub-base mounting bolts, the unit can be used following the instructions in the continued use section below as well as all operator, maintenance, and inspection requirements as specified in the manuals.

## **CONTINUED USE**

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

1. Inspect the pedestal to sub-base mounting bolt torque strip weekly until Field Service Kit Z1702 is installed.
  - a. If the torque stripe is intact and/or the washers do not move on all pedestal to sub-base mounting bolts, machine use can continue until Field Service Kit Z1702 is installed, following all operator, maintenance, and inspection requirements as specified in the manuals and the bulletin.
  - b. If the torque stripe is broken or the washer is loose on any of the pedestal to sub-base mounting bolts, retorque a grade 5 bolt to 300 ft-lbs and retorque a grade 8 bolt to 460 ft-lbs with a calibrated torque wrench. After retorquing any required bolts, machine use can continue following the weekly visual inspection and retorquing requirements as needed until Field Service Kit Z1702 is installed.
2. Every 30 days after the initial torque check (Step 3 of the Action), perform a torque check on all pedestal mounting bolts following the same procedure as in Step 3 of the Action.
3. Continue with the weekly visual inspection of the pedestal mounting bolts and 30-day torque checks until Field Service Kit Z1702 is installed.
4. Within 10 days of receiving this bulletin 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.
5. Always follow all operator, 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](mailto:utilities.warranty@terex.com) . Forward this Notice and any other uncompleted bulletins 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 SN723.

Model	Serial Number	Vehicle Identification Number (VIN)
'model'	'Serial number'	'vin'



Terex Utilities

**SAFETY NOTICE**

**SN723**

DATE: 10/12/2023

REVISED:

TO: Owners, Users, Dealers, and Installers

MODELS AFFECTED: TL48 Aerial Devices

SUBJECT: Pedestal Mounting Bolts

### Issue:

Terex model TL48 aerial devices, produced from October 2021 through May 2023, may have pedestal to sub-base mounting bolts that will loosen. The loosening of the mounting bolts may cause the bolts to fail. Failure of the mounting bolts could cause the boom to fall which could result in injury or death.

### 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 pedestal to sub-base mounting bolts must be inspected before further use. Cover plates at the base of the pedestal may need to be removed to inspect the bolts, refer to Figure 1.

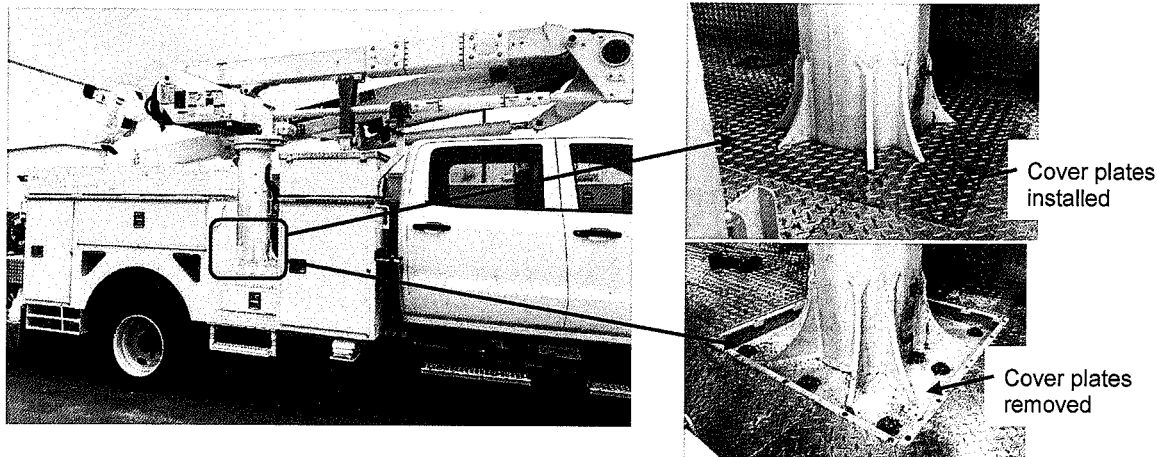
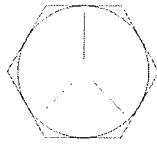
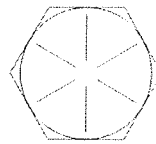


Figure 1. Area of unit to inspect pedestal to sub-base mounting bolts

2. Inspect the head markings of the bolts to determine if they are grade 5 or grade 8 using Figures 2 and 3 below.



**Figure 2. Typical Grade 5 bolt head marking**



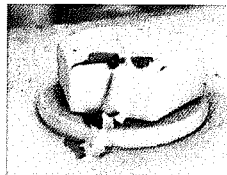
**Figure 3. Typical Grade 8 bolt head marking**

3. Inspect to determine if the pedestal to sub-base mounting bolts are loose.
  - a. The inspection involves a torque check on all pedestal to sub-base mounting bolts using a calibrated torque wrench.
  - b. Any loose pedestal to sub-base mounting bolts are to be retorqued using a calibrated torque wrench. Grade 5 bolts are to be retorqued to 300 ft-lbs and grade 8 bolts to 460 ft-lbs.
  - c. After retorquing all pedestal to sub-base mounting bolts, apply torque striping across the bolt head and washer to the bolting plate to aid in further visual inspections.
  - d. Store the pedestal base cover plates and mounting hardware in a secure location, such as a body compartment, until Field Service Kit Z1702 is installed. Inform users and operators that the opening in the body floor around the pedestal may be a trip hazard until the cover plates can be reinstalled.
4. After retorquing all pedestal to sub-base mounting bolts, the unit can be used following the instructions in the continued use section below as well as all operator, maintenance, and inspection requirements as specified in the manuals.

### **Continued Use:**

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

1. Inspect the pedestal to sub-base mounting bolt torque strip weekly until Field Service Kit Z1702 is installed.
  - a. If the torque stripe is intact and/or the washers do not move on all pedestal to sub-base mounting bolts, machine use can continue until Field Service Kit Z1702 is installed, following all operator, maintenance, and inspection requirements as specified in the manuals and this bulletin.
  - b. If the torque stripe is broken or the washer is loose on any of the pedestal to sub-base mounting bolts, retorque a grade 5 bolt to 300 ft-lbs and retorque a grade 8 bolt to 460 ft-lbs with a calibrated torque wrench. After retorquing any required bolts, machine use can continue following the weekly visual inspection and retorquing requirements as needed until Field Service Kit Z1702 is installed.



**Figure 4. Broken torque striping**

2. Every 30 days after the initial torque check (Step 3 of the Action), perform a torque check on all pedestal mounting bolts following the same procedure as in Step 3 of the Action.
3. Continue with the weekly visual inspection of the pedestal mounting bolts and 30-day torque checks until Field Service Kit Z1702 is installed.
4. Within 10 days of receiving this bulletin 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.

5. Always follow all operator, inspection, and maintenance requirements as specified in the manuals.

## What Terex will Do:

Terex will provide Field Service Kit Z1702, parts and labor, at no cost to the customer. The Field Service Kit Z1702 provides replacement pedestal to sub-base mounting bolts and washers.

Locate your nearest Terex Utilities Service Center by visiting our website at [www.terexutilities.com](http://www.terexutilities.com) and select the Service tab. To schedule repairs with Terex Utilities Field Service, call 1-844-837-3948. The Terex Utilities Warranty Department can also be reached at 1-844-837-3948 or by email at [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com). Repairs can also be coordinated through our Dealer Service network as noted on the map included with this mailing.

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 the customer may contact you to arrange the repairs. Inform owner it will take approximately one (1) hour to complete the repair.

Only TL48 aerial device models produced from October 2021 to May 2023 are involved. Machines repaired in bulletin SN719 are not included. 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

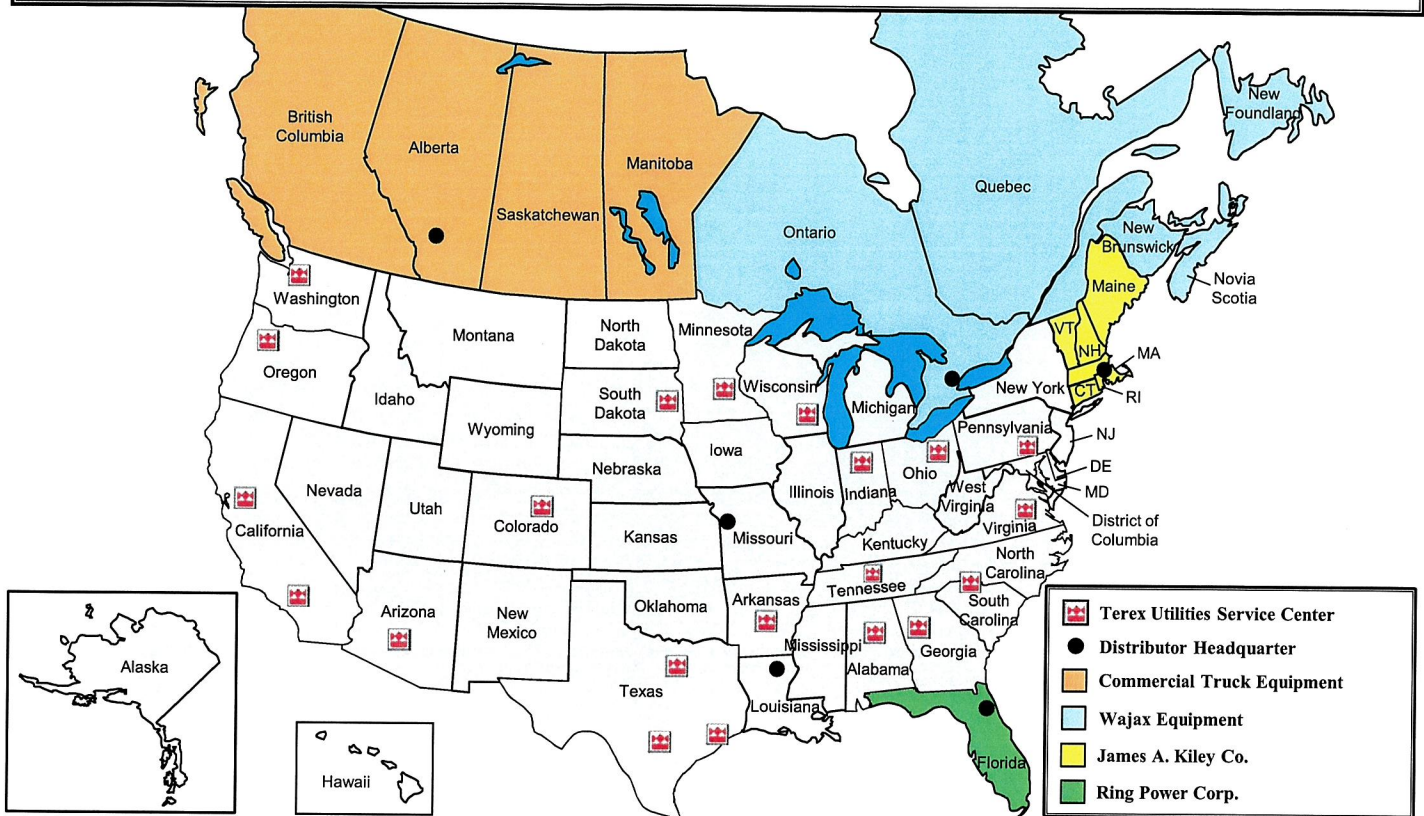
Or call the toll-free DOT auto Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153; or go to <http://www.safercar.gov> .)

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](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>

# Terex Utilities Service Network



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

## Terex Utilities




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

## Distributors

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



Sample of window envelope, address shows through window.

 <b>TEREX</b> <i>Utilities</i> 3140 15 <sup>th</sup> Ave SE Watertown, SD 57201-9017	<b>IMPORTANT SAFETY RECALL INFORMATION</b>		
 U.S. Department of Transportation	Issued in Accordance With Federal Law	 ***** <b>NHTSA</b> <small>www.nhtsa.gov</small>	
<b>SAFETY RECALL NOTICE</b>			
<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.

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