



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

June 14, 2024

Mr. Craig Ries  
Terex South Dakota, Inc.  
3140 15th Ave SE  
Watertown, SD 57201

NEF-107HG  
24V-438

**Subject:** Controller May Fail to Keep Platform Level

Dear Mr. Ries:

This letter serves to acknowledge Terex South Dakota, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**  
TEREX/TM-SERIES/2022-2023

**Mfr's Report Date:** June 13, 2024

**NHTSA Campaign Number:** 24V-438

**Components:**  
ELECTRICAL SYSTEM:SOFTWARE  
EQUIPMENT:MECHANICAL:BOOM/CRANE/LADDER:CONTROLS/CONTROL WIRING

**Potential Number of Units Affected:** 121

**Problem Description:**

Terex South Dakota, Inc. (Terex) is recalling certain 2022-2023 TM vehicles. The master leveling controller may lose the ability to level the platform if power is lost while squeezing the enable trigger.

**Consequence:**

A platform that cannot maintain a level position increases the risk of injury.

**Remedy:**

Dealers will reprogram or replace the leveling controller, free of charge. Owner notification letters are expected to be mailed August 9, 2024. Owners may contact Terex customer service at 1-605-882-4000. Terex's number for this recall is SN728.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

Please ensure the following requirements are met:

Your company's program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of your company's notification of owners, purchasers and dealers, in accordance with § 573.13. Your company's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by § 573.13 that is not in a general reimbursement plan shall be submitted in your company's report to NHTSA. If your company submits one or more general reimbursement plans, your company shall update each plan every two years (§ 573.13). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the remedy section of your filing.

**AMENDED 573 REQUIRED.**

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Terex South Dakota, Inc.'s contact for this recall will be Hensly Guerra who may be reached by email at [hensly.guerra1@dot.gov](mailto:hensly.guerra1@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement