



# TEREX®

## Dealer Notification

**SAFETY NOTICE**

**SN728**

**NHTSA Recall No.**

**24V-438**

**DATE: 6/18/2024**

**REVISED:**

**TO: Dealers and Installers**

**MODELS AFFECTED: TM Aerial Devices**

**SUBJECT: Platform Tilt Controller**

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This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. This notice pertains to the upcoming NHTSA Recall 24V-438 / Terex South Dakota, Inc Safety Notice SN728.

Models covered by this notice are certain TM model aerial devices, produced from June 16, 2022 through November 13, 2023. If electrical power is lost to the level sensor for the platform tilt controller, the platform may tilt in an uncontrolled manner while squeezing the unit control enable trigger. Tilting of the platform may cause the platform occupants to fall resulting in injury.

Affected controllers will be either reprogrammed or replaced at no cost to the owner. Initial distribution of updated controllers is estimated to begin by September 6, 2024.

It is a violation of Federal law to deliver a new motor vehicle or any new or used item of motor vehicle equipment covered by the notification under a sale or lease until the defect or noncompliance is remedied.



Terex South Dakota, Inc.

NHTSA ID: 24V438 Transaction ID: 24-0010369-31233-10 (Original Report)

Required fields indicated with \*

<b>Manufacturer: Terex South Dakota, Inc.</b>	
3140 15th Ave SE Watertown SD 57201	<u>Les Kolden</u> Warranty Support Coordinator 605-882-5562,

This is a Safety Defect Report.

Vehicle Information	
<b>Terex TM 2022 - 2023</b>	
* <b>Model Yr. Start:</b> 2022	* <b>Model Yr. End:</b> 2023
* <b>Make:</b> Terex	<b>Type:</b> LOW VOLUME VEHICLES
* <b>Model:</b> TM	<b>Body Style:</b>
	<b>Powertrain:</b>
<b>Production Dates</b>	<b>Descriptive Information:</b>
Begin: 06/16/2022	The affected controller entered production on June 16, 2022. There was a software update that went into production on November 14, 2023. All TM aerial devices produced from June 16, 2022 through November 13, 2023 are included in the recall population.
End: 11/13/2023	
<b>VIN Range(s):</b> Begin: End:	

Number potentially involved: 121 Estimated percentage of involved with defect: 100%

Defect / Noncompliance Description	
For this Defect/Noncompliance:	
<p><b>* Describe the defect or noncompliance:</b> The controller for maintaining the platform in a level condition may allow the platform to dump while squeezing the unit control enable trigger if electrical power to the controller is lost.</p> <p><b>If a noncompliance, provide the applicable FMVSS:</b></p> <p><b>If applicable, provide any further FMVSS affected:</b></p> <p><b>Describe the cause:</b> The software for the tilt controller on the affected machines may lose the ability to maintain level while squeezing the enable trigger if power to the controller is lost.</p> <p><b>This Recall affects all vehicles.</b></p> <p>If applicable, identify the manufacturer of the defective or noncompliant component. If the manufacturer of the component is unknown, provide the information for the company that supplied the subject component.</p> <p>Component manufacturer</p> <p>Company Information</p> <p><b>Company Name:</b> Hartfiel Automation</p> <p><b>Country:</b> United States</p> <p><b>Address 1:</b> 2600 Technology Drive</p> <p><b>Address 2:</b></p> <p><b>City:</b> Plano</p> <p><b>State:</b> Texas</p> <p><b>Zip/Postal Code:</b> 75074</p>	<p><b>* Describe the safety risk:</b> Dumping of the platform may cause the platform occupants to fall resulting in injury.</p> <p><b>Identify any warning which can precede or occur:</b> If power is lost to the platform tilt controller, the platform may not maintain a level position when the enable trigger on the upper control is squeezed.</p>
<p>Company Contact Information</p> <p><b>First Name:</b> Russell</p> <p><b>Last Name:</b> Sims</p> <p><b>Position:</b> Sales Engineer</p> <p><b>Email:</b> russell.sims@hartfiel.com</p> <p><b>Phone:</b> 9723104775</p>	

Involved Components
If the defect or noncompliance involves a specific component(s), identify that component(s) below.

**Component Name:** Master Leveling Controller  
**Component Description:** Controller for platform leveling system  
 1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA 1.888.327.4236 TTY 1.800.424.9153

*Chronology of Events / Noncompliance Determination*

**Provide the chronology of events leading up to the defect decision or test data for the noncompliance decision.:**

On 10/30/2023, Terex received a report from the field of a platform that dumped. The investigation found that a cover was damaged due to contact with another object and severed the power wires to the leveling controller and the secondary system that limits platform tilting to 15 degrees. On 11/3/2023, testing of the system shows that if power is disconnected from the leveling controller while squeezing the unit control enable trigger, the platform may dump. On 11/14/2023, a software update is implemented for production that prevents the platform from dumping if power to the leveling controller is disconnected. On 11/16/2023, Terex received a report from a dealer of a platform that dumped during a function test, the investigation discovered the power wire to the leveling controller was disconnected. Terex consulted with the level controller supplier to determine if all units in the time frame may have been affected. The affected unit list was finalized on 6/5/2024 and the decision to recall was made on 6/10/2024.

**Identify the Remedy**

**Describe the defect/noncompliance remedy program, including the manufacturer's plan for reimbursement.**

Affected controllers will be either reprogrammed or replaced at no cost to the owner.

**Describe what distinguishes the remedy component from the recalled component.**

Recalled machines will not be visibly distinguishable from remedied machines.

**Identify and describe how and when the recall condition was corrected in production.**

A software update was implemented on November 14, 2023 for machines in production.

**Identify the Recall Schedule**

**Describe the recall schedule for notifications.:**

Dealer notification will begin by 6/25/2024 and owner notification will begin by 8/9/2024.

**Planned Dealer Notification Begin Date:** 06/25/2024

**Planned Dealer Notification End Date:**

**Planned Owner Notification Begin Date:** 08/09/2024

**Planned Owner Notification End Date:**

**Manufacturer's identification code for this recall (if applicable):**

SN728

Please be reminded that owner notification letters must be mailed no more than 60 days from submission of this report.

**Manufacturer Comments to NHTSA Staff**

**Document Upload**

There are 0 documents associated with this report.