



02/23/2024

'owner'

'address1'

'city', 'state' 'zip'

IMPORTANT SAFETY RECALL

NHTSA Recall No. 24V-042

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 single basket 2023 Optima-TC55, Optima-HRX50, and Optima-HRX55 model aerial devices, produced from August 28, 2023 through October 5, 2023, and 2023 Terex XT Pro model aerial devices, produced from May 2, 2023 through July 11, 2023. The turntable to rotation bearing bolts may not have been torqued properly. The improperly torqued bolts may loosen causing the bearing bolts to fail. Failure of the rotation bearing bolts could cause the boom to fall which could result in injury or death.

WHAT TEREX WILL DO

Terex will reimburse \$150 per machine to have the turntable to rotation bearing bolts torqued to 180 ft-lbs. There is to be no cost to the customer.

Locate your nearest Terex Utilities Service Center by visiting our website at 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. 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 of the contents of this bulletin.
2. If the 6-month bolt torque inspection, as required in the Maintenance Manual, has been performed, it satisfies the requirements of this bulletin. Fill out the included Completion Form and return as specified on the form.
3. Perform a torque check on the turntable to rotation bearing bolts following the procedure in the Maintenance Manual and PA1016 (included). The torque for each unit is in the Quick Reference section of the Maintenance Manual and shown below:
 - a. Optima – 180 ft-lbs
 - b. XT Pro – 180 ft-lbs
4. If bolts are broken or fail to reach the specified torque, do not use the machine until these bolts are replaced. Only the broken bolts or bolts that do not reach the specified torque need to be replaced. Contact Terex Utilities or your dealer to order replacement bolts and washers. Retain broken bolts for 30 days from the time the Completion Form is submitted. After 30 days, the bolts can be discarded.

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

5. Fill out the Completion Form and return to Terex Utilities as directed on the form.

CONTINUED USE

After the bolt torque inspection, normal operations can be resumed following the guidance given in the unit Operator's and Maintenance Manuals. Owners may continue to use the aerial device provided that all bolts maintain the specified torque value. The required 6-month bolt torque inspection must be performed on all rotation bearing bolts as specified in the Maintenance Manual. Always follow 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 . Forward this Notice 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 SN724.

Model	Serial Number	VIN
'model'	'Serial number'	'VIN'



Terex Utilities

SAFETY NOTICE

SN724

DATE: 1/22/2024

REVISED:

TO: Owners, Users, Dealers, and Installers

MODELS AFFECTED: Optima-TC55, Optima-HRX50, Optima-HRX55, and XT Pro Aerial Devices

SUBJECT: Rotation Bearing Bolts

Issue:

Terex single basket Optima-TC55, Optima-HRX50, and Optima-HRX55 model aerial devices, produced from August 28, 2023 through October 5, 2023, and Terex XT Pro model aerial devices, produced from May 2, 2023 through July 11, 2023 may have turntable to rotation bearing bolts that were not torqued properly. The improperly torqued bolts may loosen causing the bearing bolts to fail. **Failure of the rotation bearing 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 of the contents of this bulletin.
2. If the 6-month bolt torque inspection, as required in the Maintenance Manual, has been performed, it satisfies the requirements of this bulletin. Fill out the included Completion Form and return as specified on the form.
3. Perform a torque check on the turntable to rotation bearing bolts following the procedure in the Maintenance Manual and PA1016 (included). The torque for each unit is in the Quick Reference section of the Maintenance Manual and shown below:
 - a. Optima – 180 ft-lbs
 - b. XT Pro – 180 ft-lbs
4. If bolts are broken or fail to reach the specified torque, do not use the machine until these bolts are replaced. Only the broken bolts or bolts that do not reach the specified torque need to be replaced. Contact Terex Utilities or your dealer to order replacement bolts and washers. Retain broken bolts for 30 days from the time the Completion Form is submitted. After 30 days, the bolts can be discarded.
5. Fill out the Completion Form and return to Terex Utilities as directed on the form.

Continued Use:

After the bolt torque inspection, normal operations can be resumed following the guidance given in the unit Operator's and Maintenance Manuals. Owners may continue to use the aerial device provided that all bolts maintain the specified torque value. The required 6-month bolt torque inspection must be performed on all rotation bearing bolts as specified in the Maintenance Manual. Always follow inspection and maintenance requirements as specified in the manuals.

What Terex will Do:

Terex will reimburse \$150 per machine to have the turntable to rotation bearing bolts torqued to 180 ft-lbs. There is to be no cost to the customer.

Locate your nearest Terex Utilities Service Center by visiting our website at 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. 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. Labor allowance is \$150 per machine to torque the turntable to rotation bearing bolts. The pedestal to rotation bearing bolts are not included but must have the bolt torque inspected per the schedule in the Maintenance Manual.

Only single basket Optima-TC55, Optima-HRX50, Optima-HRX55, and XT Pro models from the timeframe listed in this bulletin are involved. If the owner contacts you call Terex Utilities Warranty Department at 1-844-837-3948 for instructions.

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>



TEREX®

Terex Utilities

Product Advisory

PA 1016C

DATE: 1/04/08

REVISED: 12/22/21

TO: ALL DISTRIBUTORS, OWNERS AND USERS

SUBJECT: TURNTABLE BEARING BOLT INSPECTION (ALL UNITS)

Issue:

Inspection of turntable to bearing and pedestal to turntable bearing bolt torque. The fasteners connecting the upper rotating structure to the turntable bearing and the turntable bearing to the pedestal are very important fasteners that must be inspected and maintained periodically as specified in the Operator's and Maintenance Manuals. If one or more bolts loosen or stretch, the loading is transferred to the adjacent bolts making them support more than their share of the load. Should the unit be allowed to operate in this manner the fasteners will eventually fatigue and failure occur.

Failure to properly inspect and maintain fasteners can result in failure of the fasteners and the booms falling.

Action:

To prevent failure of the turntable bearing fasteners they must be inspected at intervals specified in the Operator's and Maintenance Manuals for the unit. This requires:

- Daily visual inspection for loose or missing fasteners.
- Periodically verify the torque of all turntable bearing bolts at 100% of the torque stated in the maintenance manual.

Daily visual inspection is looking for:

- Missing or broken fasteners.
- Loose washers or gaps under fastener heads.
- Indications of looseness such as shiny areas on washer or mounting surfaces.

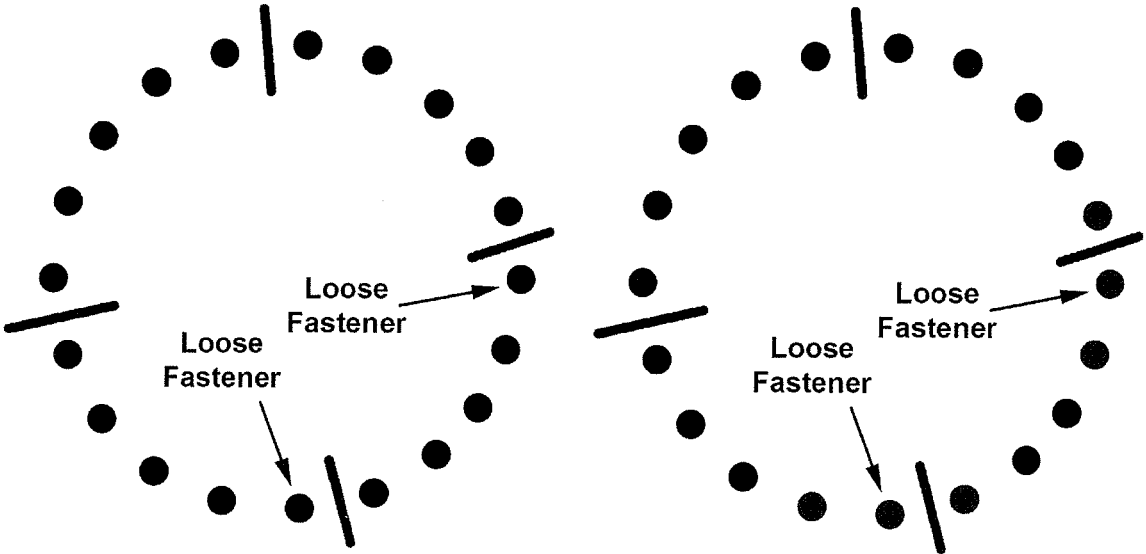
If any of the above are observed do not continue operation. Notify the appropriate people in your company and have the machine repaired, it is not safe to use. Check the torque on all bearing fasteners and correct as required.

The daily and periodic inspection also must include a visual inspection of all pins, retainers and other fasteners in addition to the turntable bearing fasteners.

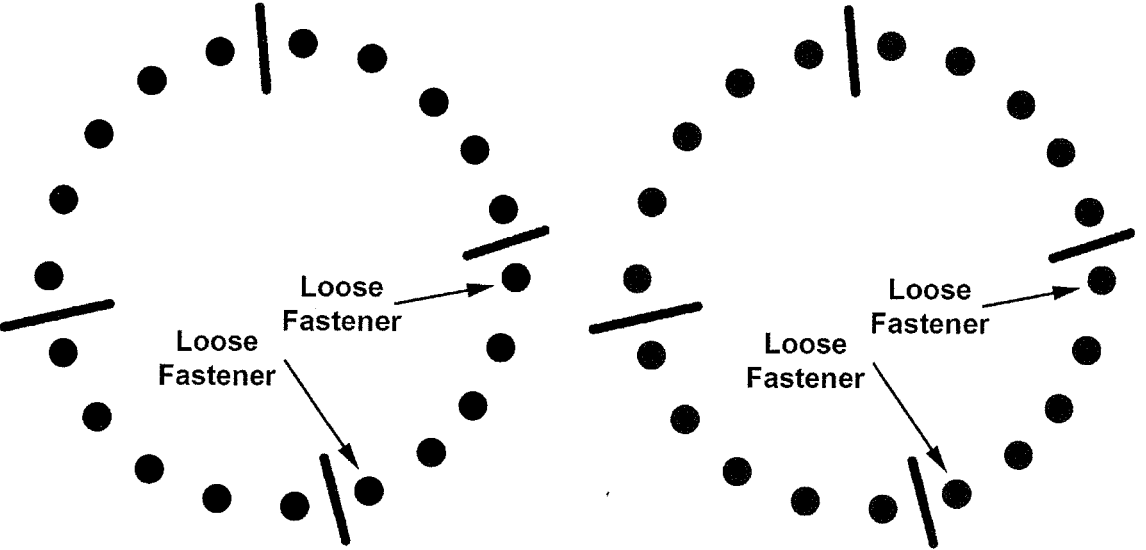
Verify the torque of the turntable bearing fasteners at 180 day intervals, (or by hour of operation for your specific unit, which ever comes first), to the torque shown in the Maintenance Manual for the specific unit.

- Use a calibrated torque wrench. It can be a click or dial type.
- Use extensions, socket, or crowfoot wrenches as required.
- Determine the proper torque from the Maintenance Manual.
- Check ALL bearing fasteners, turntable to bearing and bearing to pedestal. The number of fasteners will vary by model. If items prevent access to the bolt head with a socket it will require using a crow foot wrench or removing the item that interferes. When a crow foot wrench is used the torque setting of the torque wrench must be adjusted to account for the variation in leverage. See the information supplied with your torque wrench to determine adjustment or Tech Tip #53.
- Mark a corner of the fastener to determine movement. Apply the torque to the head of the fastener, slowly increase the torque on the fastener until the torque wrench clicks or shows you have reached the required torque. Do not exceed the torque value in the Maintenance Manual. Do not jerk the wrench. If the fastener does not move continue to next fastener.
 - First torque check at 180 days: Due to variations in torque wrench calibrations at the first 180 day torque interval if the fastener moves less than 1/8" measured at a point of the hex and holds torque mark this fastener and continue to the next fastener.
 - Torque checks after first check: Any torque checks after the first 180 day interval if the movement at a point is less than 1/16" and it holds torque mark the fastener and continue to the next. If the fastener moves at the next torque interval it must be replaced.
- If the fastener does not hold torque or moves more than allowed it must be removed and replaced. Also the fastener on each side of this fastener must be replaced. If the fastener is a bolt using a nut, both bolt and nut must be replaced. We recommend using only Terex Utilities supplied fasteners to ensure the proper grade and reduce the chance of counterfeit fasteners. There are several finishes used on fasteners that cause the tension to vary. Replace fasteners only with the same grade and finish. All fasteners, washers, and nuts on a bolt circle must be the same finish.
- If 2 or more individual fasteners do not hold torque or move more than allowed each must be removed and replaced. Also the fasteners on each side of these fasteners must be replaced. If the 2 loose fasteners are in the same 90 degree quadrant, then all of the fasteners in the ring must be replaced.

For example, if there are 20 fasteners in the upper rotation bearing ring, then the loose fasteners must have at least 4 fasteners between any loose fasteners that hold torque.



Loose fasteners are in different quadrants, replace each fastener and the fastener on both sides.



Both loose fasteners are in the same quadrant. Replace all fasteners in the ring.

- The bolting surfaces, holes and threads must be cleaned thoroughly before installing a new fastener.
- Lubricate fastener with appropriate lube shown in the Maintenance Manual when replacing all fasteners. Use the same lubricant as on the bolt being replaced, if only replacing a single fastener, to ensure applying the same preload as the other bolts in that bolt circle.
- Washers used with bearing fasteners are only hardened flat washers. Do not use lock washers. Replace the washer if damaged.
- Replace all covers and items moved or removed and verify operation before returning to service.
- Document the service performed as required by ANSI A92.2 and A10.31.

Torque intervals:

- The Frequent and Periodic inspection intervals for turntable bearing fasteners is to check the torque at the 180 day intervals.
- This 180 day interval can be increased to annually only if all fasteners do not move on two successive 180 day torque inspections
- If at subsequent annual inspections any fasteners move the interval must be reduced and performed at the 180 day interval until the fasteners do not have movement during two successive torque inspections. Then the interval can be increased to annually.
- When the turntable bearing, weldments, or fasteners are replaced the same criteria would apply as for new machines. The torque must be checked at 180 day intervals. If two successive torque checks at 180 day intervals do not have any fastener movement the interval can be increased to annually.

The information above is related to the turntable bearing fasteners. The daily visual inspections, continuous observation for unusual noise or operation, and following the maintenance Frequent and Periodic Inspection Intervals apply to all fasteners, pins and pin retainers of all units.



TEREX

Safety Notice 724

Utilities

Completion Form

OPTIMA & XTPRO TURNTABLE ROTATION BEARING BOLT TORQUE

TO AVOID DELAYS IN PROCESSING – PLEASE PRINT LEGIBLY

UNIT INFORMATION (*REQUIRED) **CHECK if new owner**

Customer Truck # _____

*Owner Name: _____

Owner Phone Number: _____

*Address req'd if new owner _____

*Truck VIN # _____

*Unit Serial Number: _____ (10 digits)

SERVICE PERFORMED BY (*REQUIRED)

* Date of Repair / Inspection _____

* Service Technician (ST) completing work: _____

* ST Company Name: _____ ST Location: _____

ST Contact Number: _____

* **CHECK THE BOX THAT APPLIES TO THIS UNIT TO VERIFY COMPLETION:**

Rotation bearing bolt torque was checked at the prescribed 6 month interval per the machine maintenance manual. No faults found. Torque stripe visible on fasteners. No further action required. (Fully installed units only). **NO LABOR COMPENSATION FOR THIS ACTION.**

Top turntable side rotation bearing bolts have been torqued to their proper value per the machine maintenance manual. Torque stripe applied to fasteners. No faults found. (**Max. \$150.00 labor allowance per unit**).

At least one (1) rotation bearing bolt would not hold prescribed torque value. Bolt(s) and washer(s) replaced. All bolts have been torqued to their proper value per the machine maintenance manual and torque stripe applied to all fasteners.

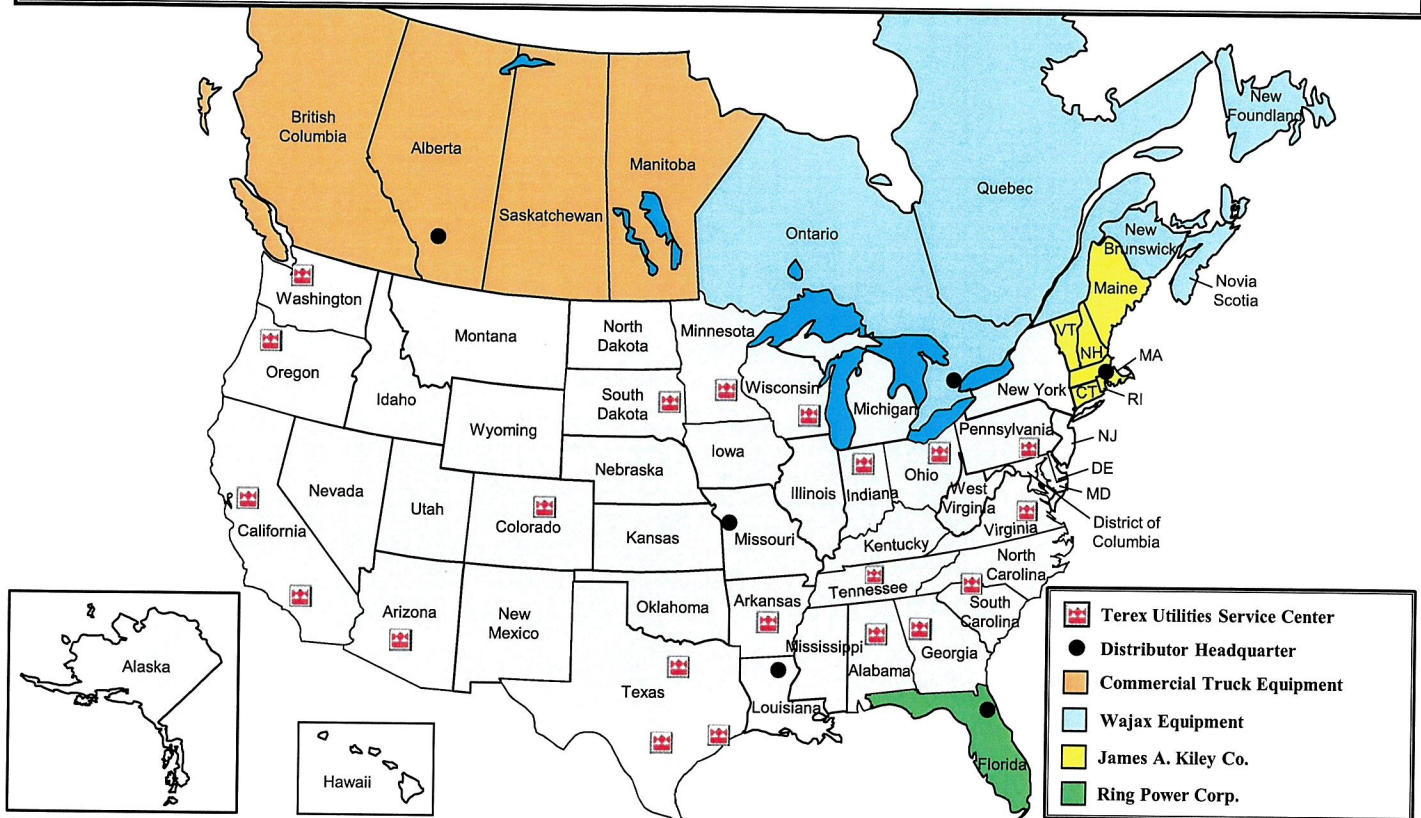
NOTE: See above for labor flat rate, which is compensable to party performing update. There is no travel allowance for units in rental fleets. Travel allowance of up to \$600.00 is compensable for customer owned units. Travel greater than \$600.00 requires pre-approval by the Terex Warranty Department by emailing utilities.warranty@terex.com.







Work Order: _____

Comments: _____

RETURN THIS COMPLETED FORM TO THE TEREX UTILITIES WARRANTY DEPT. VIA EMAIL TO utilities.warranty@terex.com

Terex Utilities Service Network



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


Terex Utilities

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


Distributors

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


Sample of window envelope, address shows through window.

 **TEREX**
Utilities
3140 15th Ave SE
Watertown, SD 57201-9017

IMPORTANT SAFETY RECALL INFORMATION

 U.S. Department of
Transportation

Issued in Accordance
With Federal Law

 **NHTSA**
www.nhtsa.gov


SAFETY RECALL NOTICE

“Customer’s Name”
“Address”
“City”, “State” “Zip Code”

Alternate format: Normal envelope, with address label or printed envelope.

 **TEREX**
Utilities
3140 15th Ave SE
Watertown, SD 57201-9017

IMPORTANT SAFETY RECALL INFORMATION

 U.S. Department of
Transportation

Issued in Accordance
With Federal Law

 **NHTSA**
www.nhtsa.gov

SAFETY RECALL NOTICE
“Customer’s Name”
“Address”
“City”, “State” “Zip Code”