



November 7, 2024

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

IMPORTANT SAFETY RECALL

NHTSA Recall No. 24V-740

This notice applies to your vehicle

Dear Terex Equipment Owner,

This notice is sent to you in accordance with 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 2023 to 2024 TM, TL80, TL80/112, and TL100 model aerial devices that contain a material handling jib. The jib extension cylinder may contain a cylinder rod weld that does not meet the weld quality specification.

The affected cylinders, part number 472774, may have been installed on machines produced from November 17, 2023 through April 24, 2024 or purchased as replacement parts from September 28, 2023 through April 24, 2024. See the date code and sequence number table for the affected cylinders at the end of the bulletin. Failure of the jib extension cylinder rod weld may cause the cylinder rod to separate from the cylinder which may cause injury.

WHAT TEREX WILL DO

Terex will replace the affected hydraulic cylinder for any unit involved in this recall at no cost to the owner. It will take two (2) hours to remove the jib extension cylinder, inspect the cylinder to determine if it is affected, and replace the cylinder.

Locate your nearest Terex Utilities Service Center by visiting our website at www.terexutilities.com and select the Service tab. To schedule the inspection and 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. Inspection and 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 the bulletin, forward the bulletin to the new owner within 10 days and notify Terex of the serial number and contact information for the new owner.

WHAT THE OWNER MUST DO

1. Immediately inform all users, operators, and supervisors of the contents of the bulletin.
2. Follow the Continued Use Instructions in the bulletin until the jib extend hydraulic cylinder can be inspected to determine if it is subject to this recall. See the Inspection Procedure in the bulletin.
3. If the cylinder is subject to this recall, contact the Terex Utilities Warranty Department using the contact information in the bulletin or your Terex Utilities dealer for a replacement jib extend hydraulic cylinder and/or to schedule the replacement of the cylinder.

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

4. After receiving the replacement hydraulic cylinder from Terex, make the necessary cylinder replacement as soon as possible but no later than 60 days after receipt of the replacement cylinder or contact Terex Utilities or your Terex Utilities dealer to schedule the replacement. Refer to the Maintenance Manual for your machine for instructions on removing and installing the jib extension cylinder.
5. After installing the replacement cylinder, destroy the affected jib extension cylinder by cutting the cylinder rod in two.

What to do if you purchased an affected part:

1. Within 10 days of receipt of this notice, forward the bulletin and the owner letter to the owner of the machine in which any of the hydraulic cylinders were installed.
2. If you still have a cylinder you purchased which is affected by this recall, do not install it on a machine. Contact Terex Utilities Warranty Department for a replacement cylinder, provide the Warranty Department with a copy of the purchased cylinder's invoice, and destroy the affected jib extension cylinder by cutting the cylinder rod in two.
3. Fill out the completion form with the machine owner contact information so Terex can follow up with the owner to ensure the bulletin has been completed.

CONTINUED USE

1. Always follow the inspection and maintenance requirements as specified in the manuals.
2. Ensure the jib extend hydraulic cylinder is at or above horizontal when loaded.
3. Secure the load line hook when stowing the machine as shown in the figure in the bulletin.

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 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,

Rory Lindner
Warranty Manager

Our records indicate the following machines, registered to you, are involved in SN732. If the below table is blank, there is no record that you own an affected machine and this table can be ignored; however, you may have purchased an affected replacement cylinder.

Model	Serial Number
'model'	'Serial number'

Our records indicate that you purchased a replacement cylinder that may be affected. If the below table is blank, there is no record that you purchased a replacement cylinder and this table can be ignored.

Terex Order Number	Customer Purchase Order Number
'Order'	'PO number'



Terex Utilities

SAFETY NOTICE

SN732

NHTSA Recall No.

24V-740

DATE: 10/2/2024

REVISED:

TO: Owners, Users, Dealers, and Installers

MODELS AFFECTED: TM, TL80, TL80/112, & TL100 Aerial Devices

SUBJECT: Jib Extension Cylinder Rod Weld

Issue:

Terex TM, TL80, TL80/112, and TL100 model aerial devices may contain a material handling jib. The jib extension cylinder may contain a cylinder rod weld that does not meet the weld quality specification. The affected cylinders, part number 472774, may have been installed on machines produced from November 17, 2023 through April 24, 2024 or purchased as replacement parts from September 28, 2023 through April 24, 2024. See the serial number list of the affected cylinders at the end of this bulletin. **Failure of the jib extension cylinder rod weld may cause the cylinder rod to separate from the cylinder which may cause injury.**

Action:

What the Owner Must Do:

1. Immediately inform all users, operators, and supervisors of the contents of this bulletin.
2. Follow the Continued Use Instructions in this bulletin until the jib extend hydraulic cylinder can be inspected to determine if it is subject to this recall. See pages 4 through 6 for the Inspection Procedure.
3. If the cylinder is subject to this recall, contact the Terex Utilities Warranty Department using the contact information in this bulletin or your Terex Utilities dealer for a replacement jib extend hydraulic cylinder and/or to schedule the replacement of the cylinder.
4. After receiving the replacement hydraulic cylinder from Terex, make the necessary cylinder replacement as soon as possible but no later than 60 days after receipt of the replacement cylinder or contact Terex Utilities or your Terex Utilities dealer to schedule the replacement. Refer to the Maintenance Manual for your machine for instructions on removing and installing the jib extension cylinder.
5. After installing the replacement cylinder, destroy the affected jib extension cylinder by cutting the cylinder rod in two.

What to do if you purchased an affected part:

1. Within 10 days of receipt of this notice, forward this bulletin and the owner letter to the owner of the machine in which any of the hydraulic cylinders were installed.
2. If you still have a cylinder you purchased which is affected by this recall, do not install it on a machine. Contact Terex Utilities Warranty Department for a replacement cylinder, provide the Warranty Department with a copy of the purchased cylinder's invoice, and destroy the affected jib extension cylinder by cutting the cylinder rod in two.

3. Fill out the completion form with the machine owner contact information so Terex can follow up with the owner to ensure the bulletin has been completed.

Continued Use:

1. Always follow the inspection and maintenance requirements as specified in the manuals.
2. Ensure the jib extend hydraulic cylinder is at or above horizontal when loaded.
3. Secure the load line hook when stowing the machine as shown in Figure 1 below.

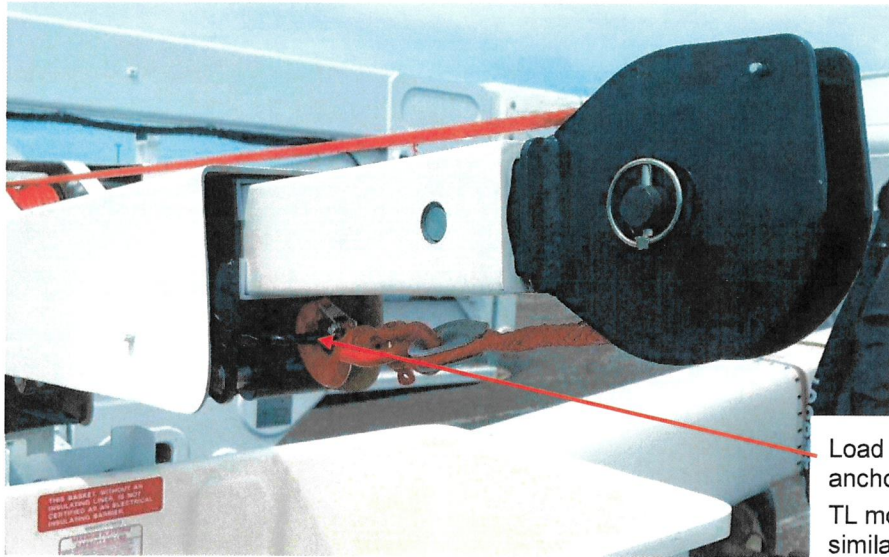


Figure 1. Load Line Hook Secured to Anchor on Main Jib Boom

What Terex will Do:

Terex will replace the affected hydraulic cylinder for any unit involved in this recall at no cost to the owner. It will take two (2) hours to remove the jib extension cylinder, inspect the cylinder to determine if it is affected, and replace the cylinder.

Locate your nearest Terex Utilities Service Center by visiting our website at www.terexutilities.com and select the Service tab. To schedule the inspection and 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. Inspection and 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. To obtain a replacement cylinder, contact the Terex Utilities Warranty Department using the contact information in this bulletin. Labor allowance is \$300 per machine to remove the jib extension cylinder, inspect the cylinder to determine if it is affected, and replace the cylinder.

Only TM, TL80, TL80/112, and TL100 model aerial devices that were either produced or had the jib extension cylinder part numbered 472774 replaced during the timeframes listed in this bulletin are involved.

Affected units, as shown on the owner letter, will have the repairs performed at no charge to the owner. It will take two (2) hours to remove the jib extension cylinder, inspect the cylinder to determine if it is affected, and replace the cylinder.

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. Use the Owner Update Form in the manual. Please contact TEREX Utilities Warranty Department at 1-844-837-3948 or utilities.warranty@terex.com or online at: <https://www.terex.com/utilities/en/support/product-registration>

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.

Inspection Procedure:

1. Deploy the outriggers and position the booms in the ground mount position clear of any obstacles. For the TM, position with the lower boom fully articulated and the upper boom articulated and extended so the basket is near the ground. For the TL80, TL80/112, and TL100, position with the lower boom raised to approximately 20 degrees, upper boom fully lowered and extended.
2. Visually inspect the jib assembly to determine if the jib assembly is affected using the Figures below as reference. Included are certain top mounted jibs, Figure 2.

Excluded are dual basket machines where the jib is between the baskets, Figure 3, and single 2-man baskets with side mount jibs, Figure 4.

Included:

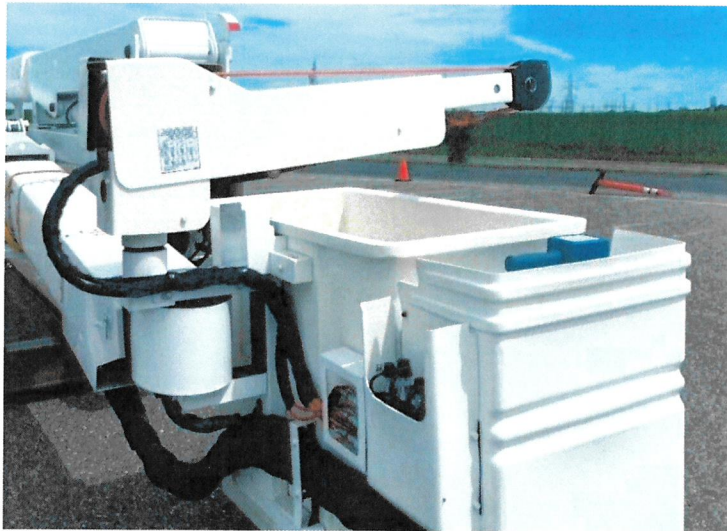


Figure 2. Included – Certain Top Mount Jib Assemblies

Excluded:

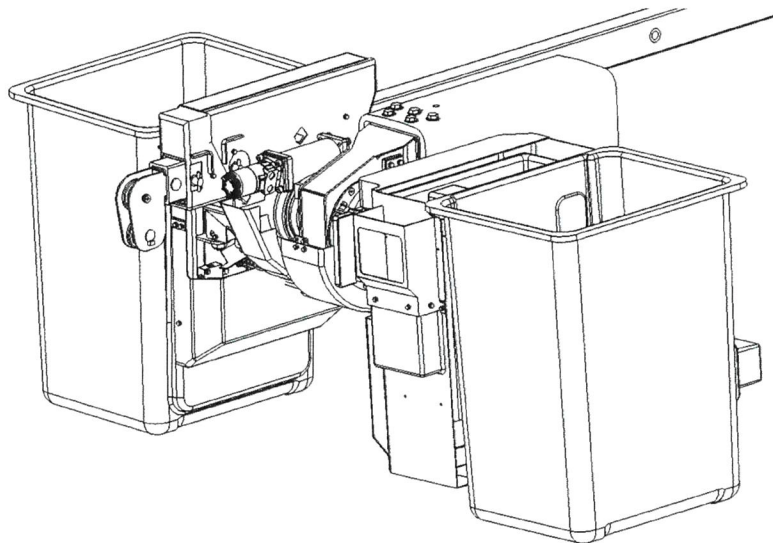


Figure 3. Excluded – Dual Basket with Side Mount Jib Assembly

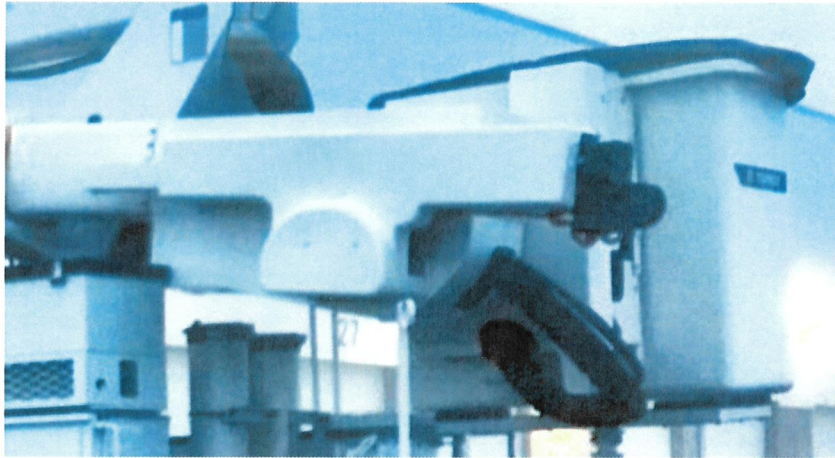


Figure 4. Excluded – Single 2-Man Basket with Side Mount Jib Assembly

3. Locate the jib extension hydraulic cylinder, using Figure 5 below as reference.

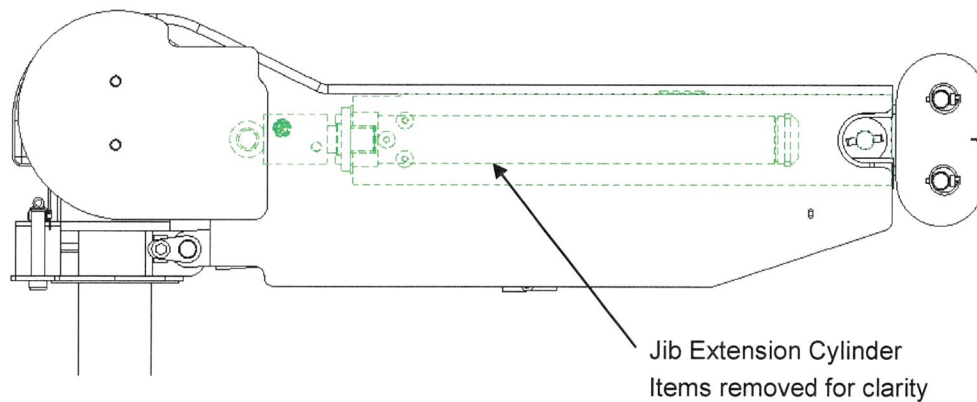


Figure 5. Location of Jib Extension Cylinder

4. Remove covers as needed and remove the jib extend hydraulic cylinder following the instructions in the Maintenance Manual of your machine.
5. Using Figure 6, inspect the part number and date code on the hydraulic cylinder. The first two numbers in the date code are the week the cylinder was manufactured. The second two numbers are the year the cylinder was manufactured. The example below was manufactured week 27 in 2024. Sequence number 408 represents this was the 408th cylinder manufactured in week 27 in 2024.



Date Code and Sequence Number

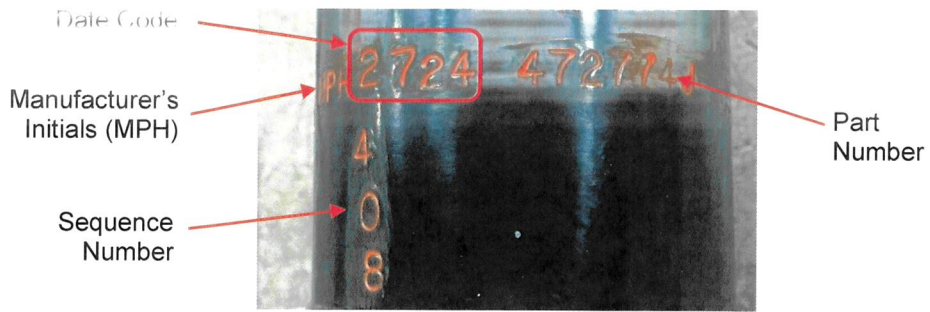





Figure 6. Example Hydraulic Cylinder Date Code

6. Any MPH hydraulic cylinder with part number 472774 and date codes and sequence numbers shown in the table below stamped in the case is subject to the recall and will need the hydraulic cylinder replaced.


Date Code	Sequence Number
3523	271 through 290
4523	76 through 95
4523	226
4523	230 through 231
4723	137
5023	51 through 70
5223	260

7. Any MPH hydraulic cylinder with part number 472774 stamped in the case that does not fall in the above date code and sequence number combination is not subject to the recall and can continue to be used.

Sample of window envelope, address shows through window.

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

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

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