



# TEREX®

May 24, 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](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 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 15<sup>th</sup> 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](mailto: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'



<b>Terex Utilities</b>	
<b>SAFETY NOTICE</b>	<b>SN724A</b>

**DATE:** 1/22/2024

**REVISED:** 5/7/2024

**TO:** Owners, Users, Dealers, and Installers

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

**SUBJECT:** Rotation Bearing Bolts

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### 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, see Figure 1, following the procedure in the Maintenance Manual and PA1016. 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](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. 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

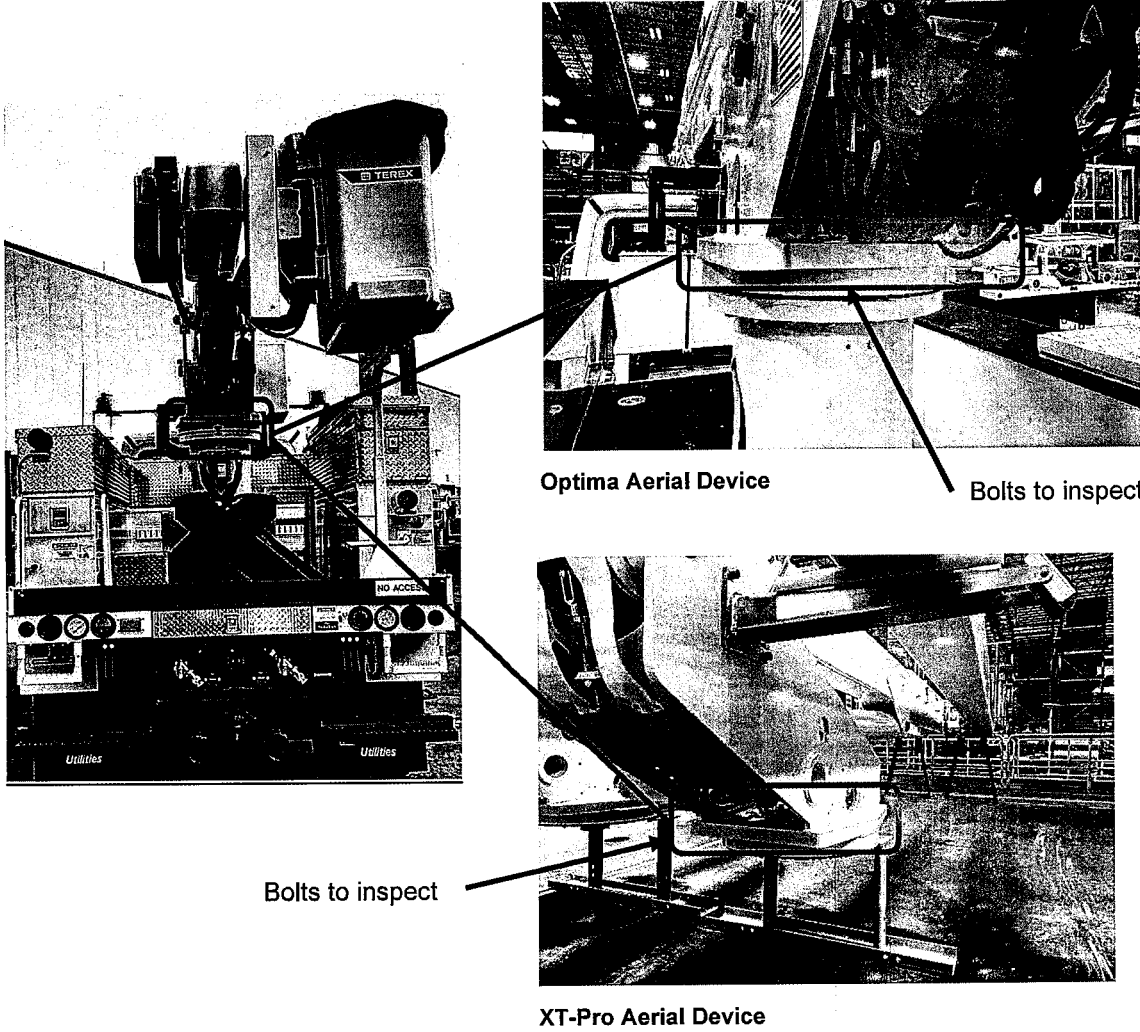
Or call the toll-free DOT auto Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153; or go to <http://www.safercar.gov> .)

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](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>

**Reference Figures**



**Figure 1. Turntable to Rotation Bearing Bolts**

**TEREX**

# Safety Notice 724

Utilities

## Completion Form

**OPTIMA & XTPRO TURNABLE 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**).

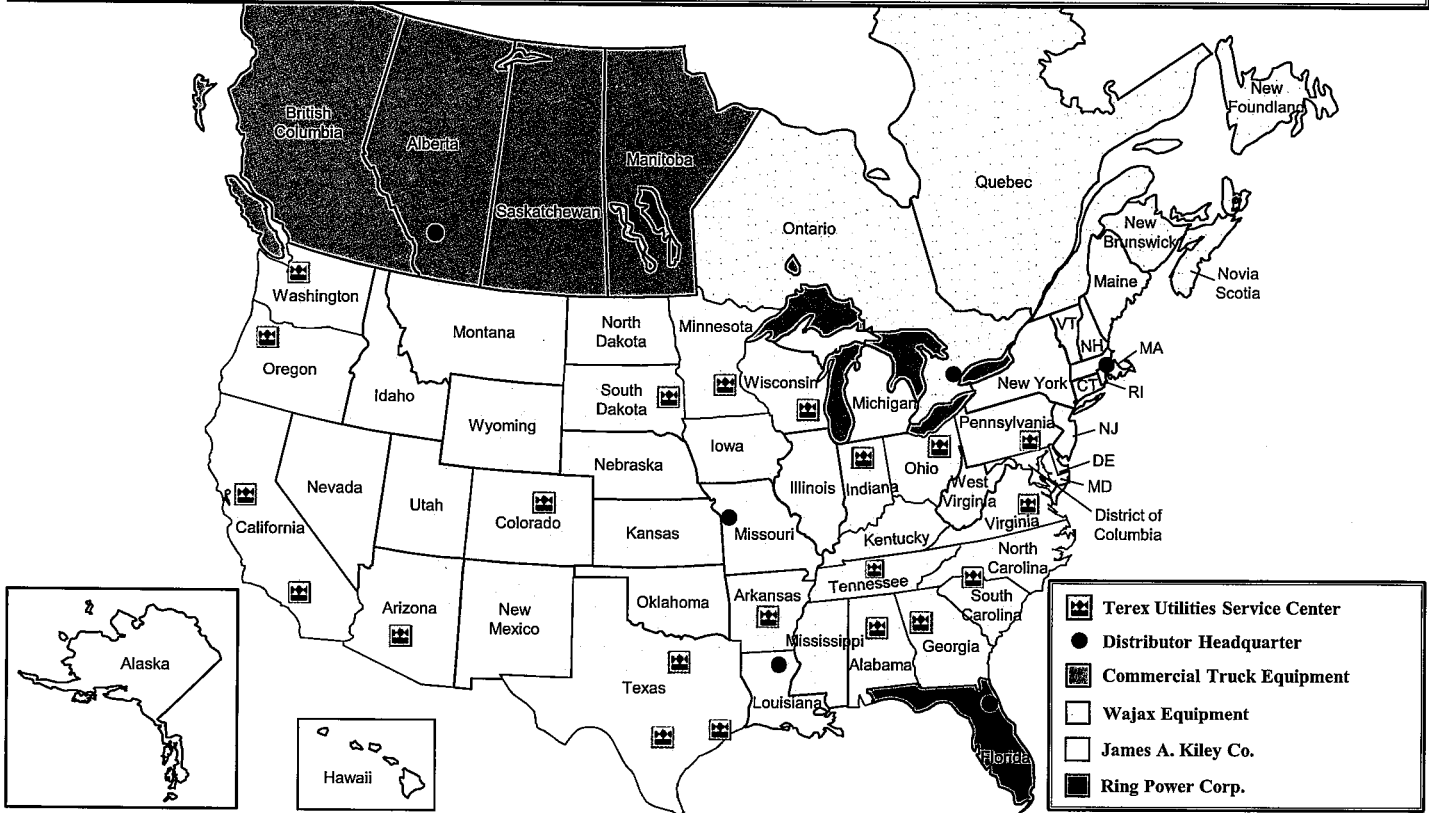
At least one (1) rotation bearing bolt would not hold prescribed torque value. Bolt(s) and washer(s) replaced. All bolts have been torqued to their proper value per the machine maintenance manual and torque stripe applied to all fasteners.

**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](mailto:utilities.warranty@terex.com).

**Work Order:** \_\_\_\_\_**Comments:** \_\_\_\_\_

RETURN THIS COMPLETED FORM TO THE TEREX UTILITIES WARRANTY DEPT. VIA EMAIL TO [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com)

# Terex Utilities Service Network



## Terex Utilities

**Seattle 206.764.5025**

7829 South 2016<sup>th</sup> Street  
Kent, WA 98032

**Portland 503.620.0611**

12805 SW 77<sup>th</sup> Place  
Tigard, OR 97223

**Stockton 209.242.7104**

2610 Lycoming Street  
Stockton, CA 95206

**Fontana 909.565.1234**

8594 Cherry Avenue  
Fontana, CA 92335

**Phoenix 602.256.0162**

4920 W. Magnolia Street  
Phoenix, AZ 85043

**Fort Worth 817.698.8005**

3155 S. Burleson Blvd.  
Burleson, TX 76028

**San Antonio 210.476.7777**

142 Gemblar Rd  
San Antonio, TX 78219

**Field Service 800.292.1931**

**Houston 346.261.3200**

6610 Thompson Rd  
Baytown, TX 77521

**N. Little Rock 501.945.6100**

309 Dixie Street  
North Little Rock, AR 72114

**Birmingham 205.841.6411**

4120 Lewisburg Rd  
Birmingham, AL 35207

**White House 615.672.4911**

200 Edenway Dr  
White House, TN 37189

**Charlotte 704.654.3903**

11945 Goodrich Drive  
Charlotte, NC 28273

**Glen Allen 804.752.2811**

11072 Washington Hwy  
Glen Allen, VA 23059

**Lancaster 717.650.1044**

180 N. Donnerville Rd, Suite B  
Mountville, PA 17554

**Medina 330.722.6900**

1175 Industrial Parkway  
Medina, OH 44256

**Bourbon 574.342.0086**

4470 Lincoln Hwy West  
Bourbon, IN 46504

**Waukesha 262.547.8500**

N4W22610 Bluemound Rd  
Waukesha, WI 53186

**Shakopee 952.445.1555**

12565 Hwy 41 Frontage Rd  
Shakopee, MN 55379

**Watertown 605.882.3004**

1901 14<sup>th</sup> Avenue NW  
Watertown, SD 57201

**Denver 303.202.0304**

6295 E. 56<sup>th</sup> Avenue  
Commerce City, CO 80022

**Atlanta 470.291.1133**

1400 Oakley Industrial Blvd  
Fairburn, GA 30213

## 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. 904.737.7780**

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.

 <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"		