



## 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

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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 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](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>