



Terex Utilities

SAFETY NOTICE

SN728

DATE: DRAFT

REVISED:

TO: Owners, Users, Dealers, and Installers

MODELS AFFECTED: TM Aerial Devices

SUBJECT: Platform Tilt Controller

Issue:

Terex South Dakota, Inc. has decided that a defect, which relates to motor vehicle safety, exists in certain TM model aerial devices, produced from June 16, 2022 through October 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.**

Action:

What the Owner Must Do:

1. Immediately inform all users, operators, and supervisors of the contents of this bulletin.
2. Deploy the outriggers and position the booms in the ground mount position clear of any obstacles; position with lower boom fully articulated and the upper boom articulated and extended so the basket is 6 inches to 12 inches above the ground.
3. Remove needed covers to verify that the power wire for the Level Sensor is securely connected to the sensor, is undamaged along its length, and routed so it cannot be pinched, see Figures 1 through 3 at the end of this bulletin as reference. Repair, replace, or re-route the power wire as required.
4. Standing on the ground beside the basket and clear of the path of motion of the basket, squeeze the upper control enable trigger.
 - a. If the basket begins tilting downward, release the enable trigger. Do not use the machine until corrected.
 - b. If the basket does not tilt while only squeezing the enable trigger, see the Continued Use section of this bulletin.
5. After verifying the integrity of the power wire, re-install any removed covers. The unit can be used following the instructions in the Continued Use section below as well as all operator, maintenance, and inspection requirements as specified in the manuals.

Continued Use:

1. Inform the users of the content of this bulletin and remind them of the daily pre-shift inspection requirements.
2. Inform the users that personal fall protection equipment is required to be used whenever occupying the platform of an aerial device.
3. Repeat the checks from Steps 2 & 4 of the Action section above daily before the first use of the aerial device from the platform.

4. Inform the users that tilting of the platform due to the lost electrical signal to the level sensor will only occur when the single stick enable trigger is squeezed. **Releasing the enable trigger will stop the platform tilting.**
5. If the leveling system malfunctions, utilize the following procedure to correct the leveling system and stow the boom:
 - a. From the lower controls shut off the upper controls by rotating the “Top Control and Option Shut-Off” to the “OFF” position.
 - b. Use the lower controls to level platform and stow boom. With the “Top Control and Option Shut-Off” rotated to the “OFF” position, the platform will not level while operating the boom from the lower controls. Stop stowing operations as needed to level the platform using the level control.
 - c. Do not use the machine until the malfunction is repaired or the controller is replaced.
6. Always follow inspection and maintenance requirements as specified in the manuals.

What Terex will Do:

Terex will provide Field Service Kit Z1723, parts and labor, at no cost to the customer. The Field Service Kit Z1723 provides a replacement platform tilt controller. It will take approximately two (2) hours to remove the existing controller, install the replacement controller, and to test the machine.

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 \$300 per machine to replace the platform tilt controller and test the machine.

Only TM model aerial devices produced in 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 and to arrange shipment of parts.

Affected units, as shown on the owner letter, will have the repairs performed at no charge to the owner. It will take approximately two (2) hours to complete the repair.

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.

Reference Figures

Single 2-Man Basket

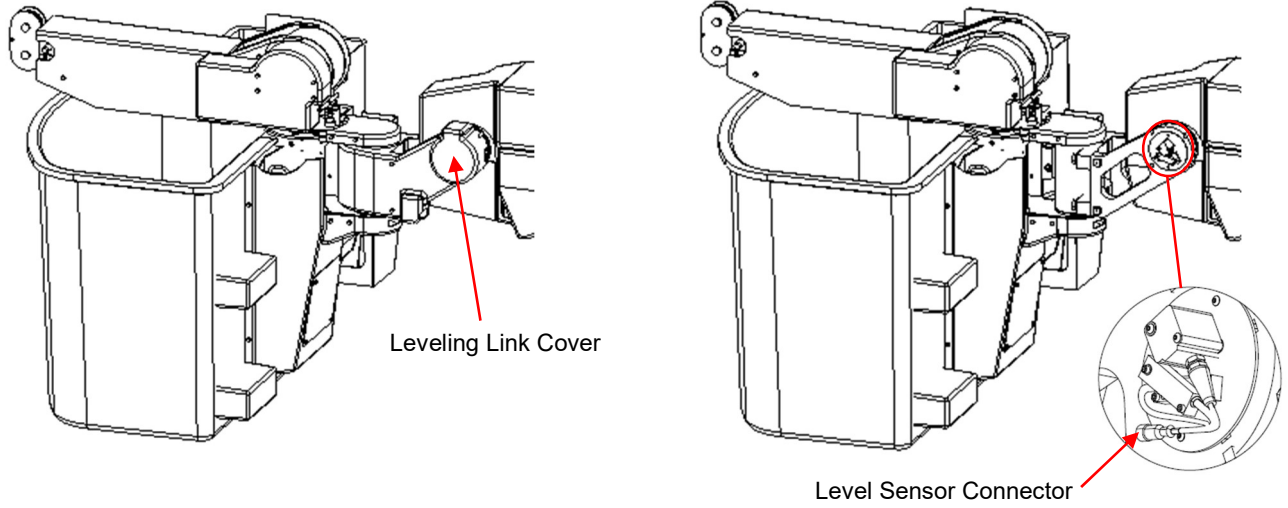


Figure 1. Remove Leveling Link Cover to inspect the power wire for the Level Sensor

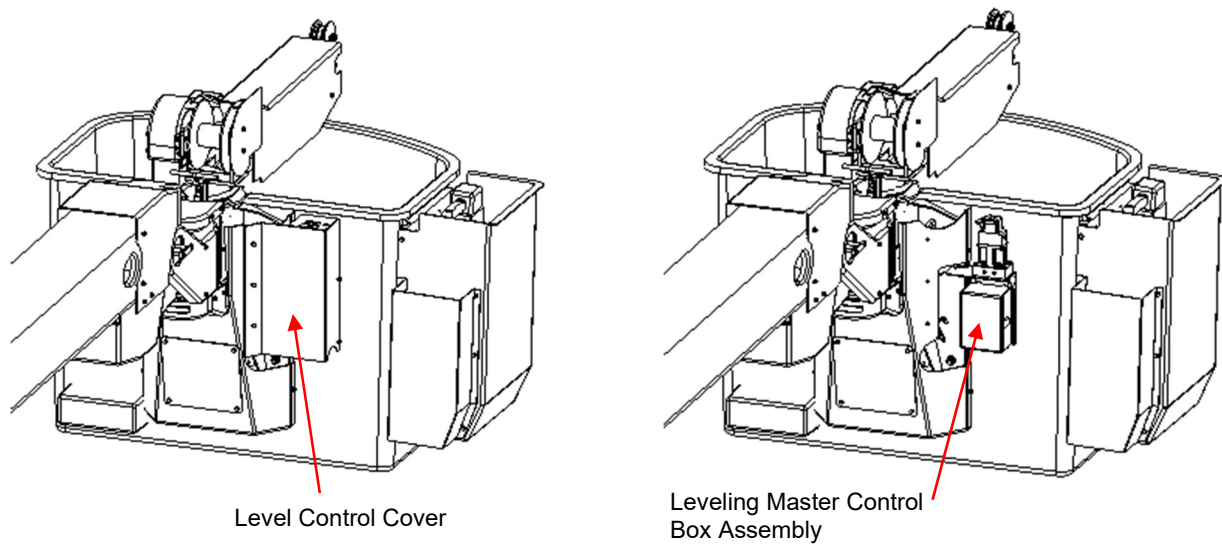


Figure 2. Remove Level Control Cover to inspect the power wire for the Level Sensor

Dual 1-Man Baskets

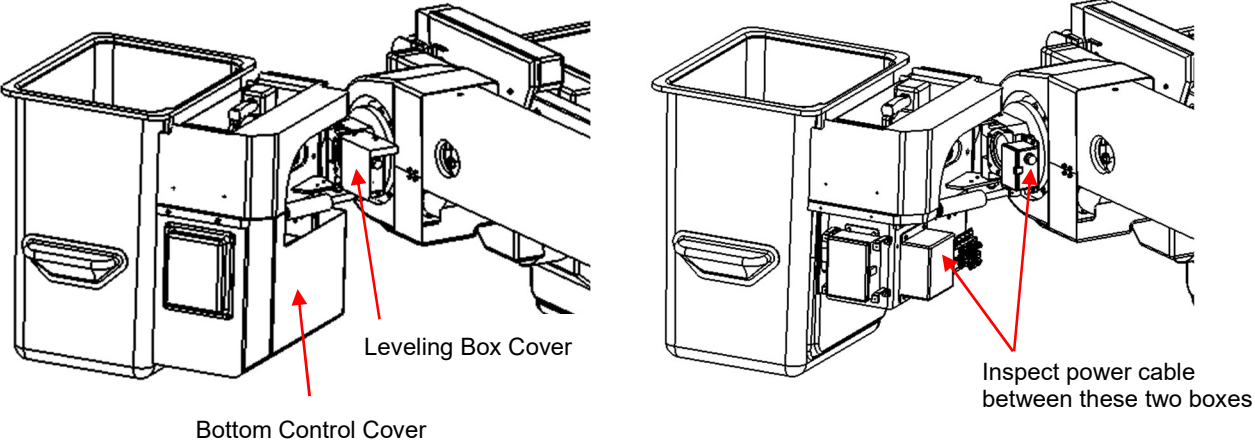


Figure 3. Rotate Operator's Basket out, remove Bottom Control Cover and Leveling Box Cover