



Terex Utilities

SAFETY NOTICE

SN729

DATE: DRAFT

REVISED:

TO: Owners, Users, Dealers, and Installers

MODELS AFFECTED: XT Pro Aerial Device

SUBJECT: Replacement Basket Bracket

Issue:

Terex South Dakota, Inc. has identified a potential defect relating to motor vehicle and operational safety may exist in XT Pro model aerial devices manufactured prior to August 2020 if equipped with the new style replacement basket brackets purchased from November 19, 2020 through June 10, 2024.

The new style replacement basket brackets as noted above may not be compatible with the original basket retaining pins on models manufactured prior to August 2020. **If both basket retaining pins disengage, the basket may tilt which can cause personal injury to the occupants of the basket.**

Action:

What the Owner Must Do:

1. Immediately inform all users, operators, and supervisors of the contents of this bulletin.
2. Before the next use of the aerial device, inspect for compatibility of the basket bracket and the basket retaining pins using Figures 1 through 4 at the end of this bulletin as reference. Each basket retaining pin must extend through the basket bracket tube and the pin must have a method of retainment when the pin is fully installed such as retaining balls or secondary locking pins.

Continued Use:

1. If the basket bracket and basket retaining pins are not compatible, do not use the aerial device until the machine is corrected.
2. If the basket bracket and basket retaining pins are compatible, complete and return the completion form; no further action is required.
3. Always follow all operation, inspection, and maintenance requirements as specified in the manuals.

What Terex will Do:

Terex will provide Field Service Kit Z1724, parts and labor, at no cost to the purchaser of the replacement brackets. The Field Service Kit Z1724 provides basket retaining pins and hardware to replace the original basket retaining pins.

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, Owners, and Installers: A letter is being sent to all purchasers of affected brackets. Dealers, if machines with affected brackets are in your area, the customer may contact you to arrange the repairs. Labor allowance is \$150 per machine to replace the basket retaining pins and retaining hardware.

Only XT Pro models that had the basket bracket replaced during the timeframe listed in this bulletin are involved. Dealers, if the owner contacts you call Terex Utilities Warranty Department at 1-844-837-3948 for instructions.

Parts orders of affected brackets, as shown on the owner letter, will have the repairs performed at no charge to the owner. It will take approximately one (1) hour 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 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>

Reference Figures

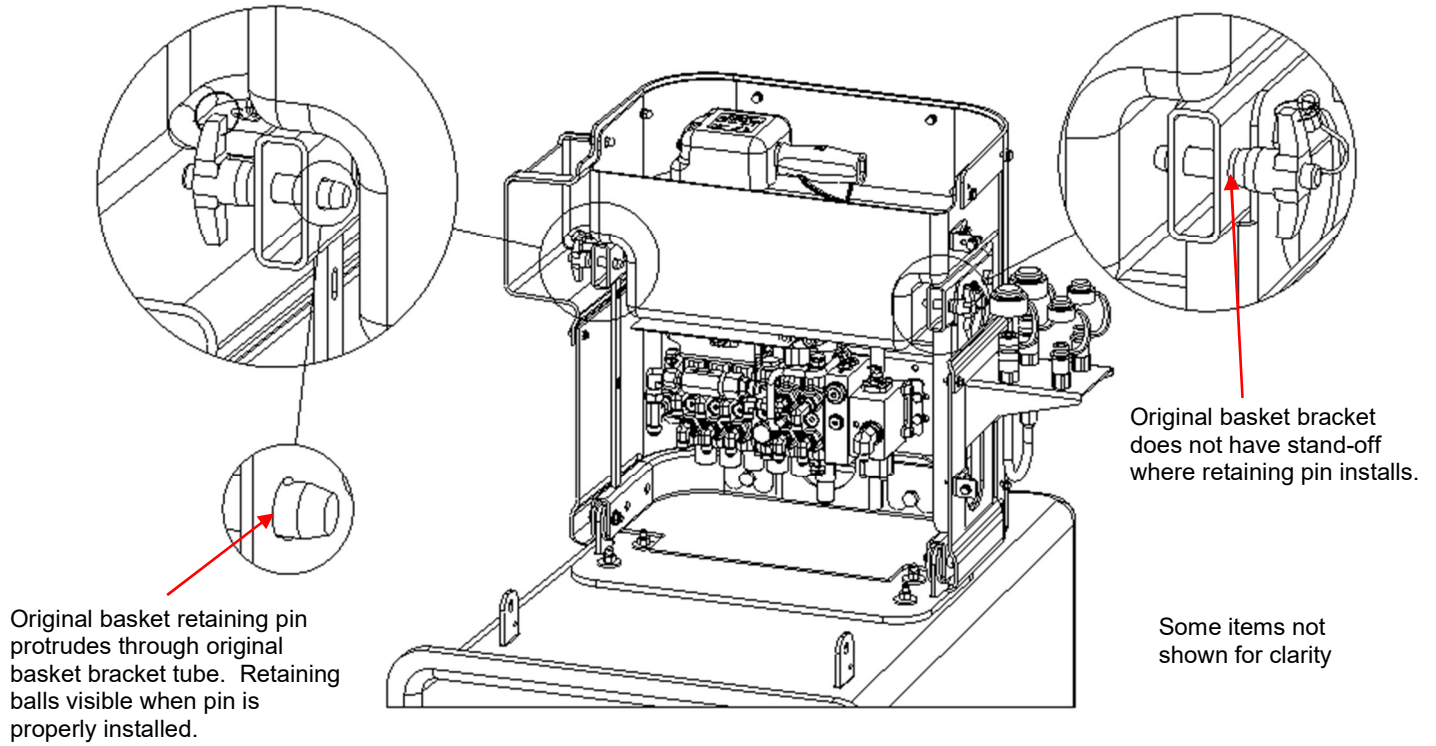


Figure 1. Compatible Components - Original basket bracket and original basket bracket retaining pins
In production from 7/21/2014 through 7/30/2020

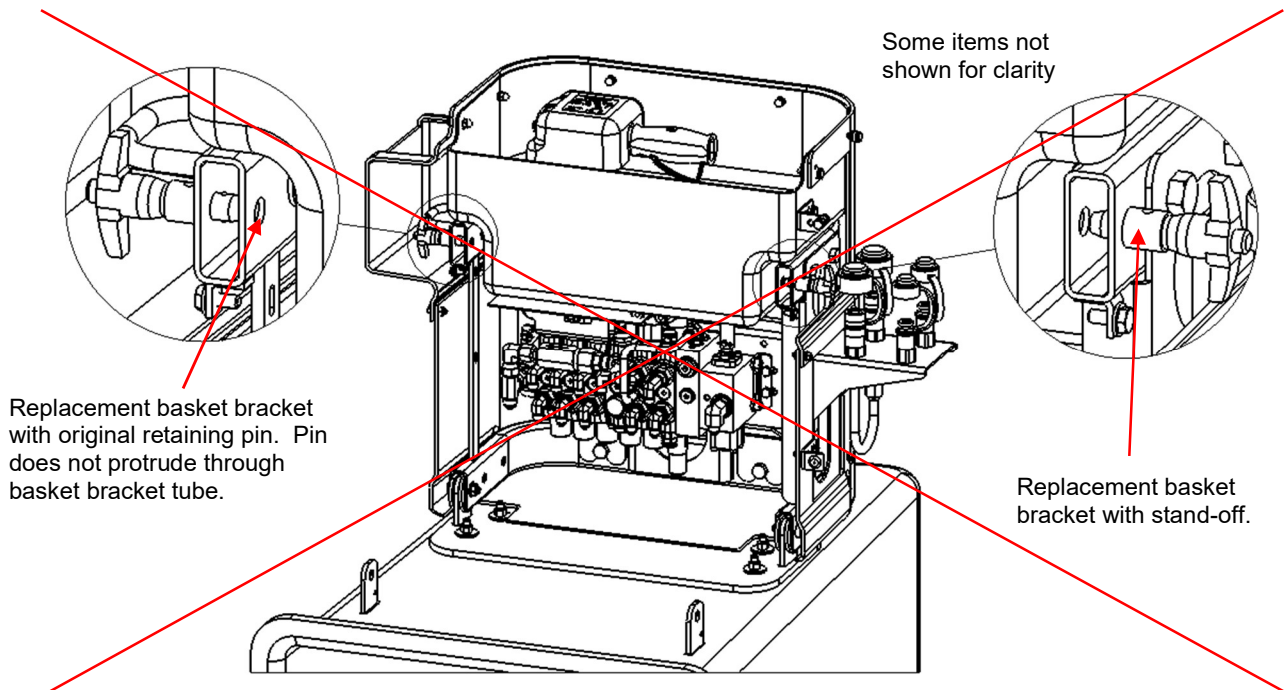


Figure 2. Incompatible Components - Replacement basket bracket and original basket bracket retaining pins

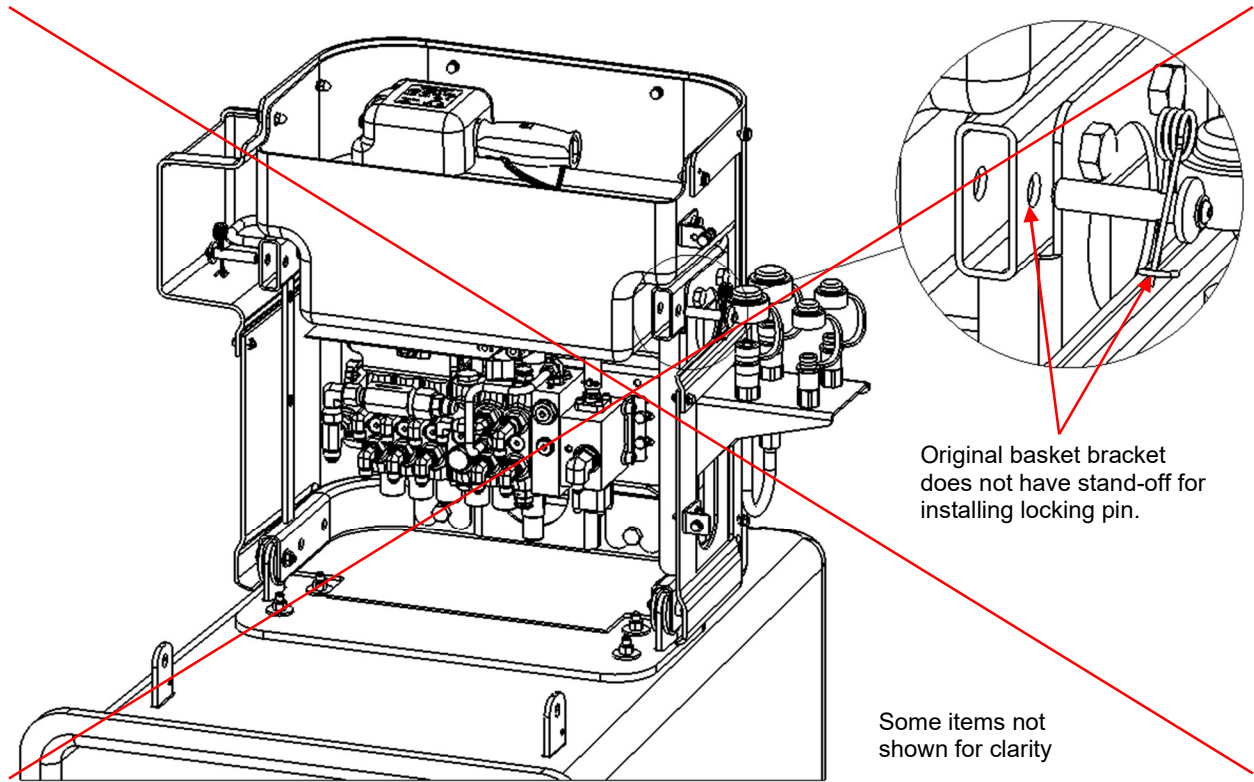


Figure 3. Incompatible Components - Original basket bracket and incompatible basket bracket retaining pins

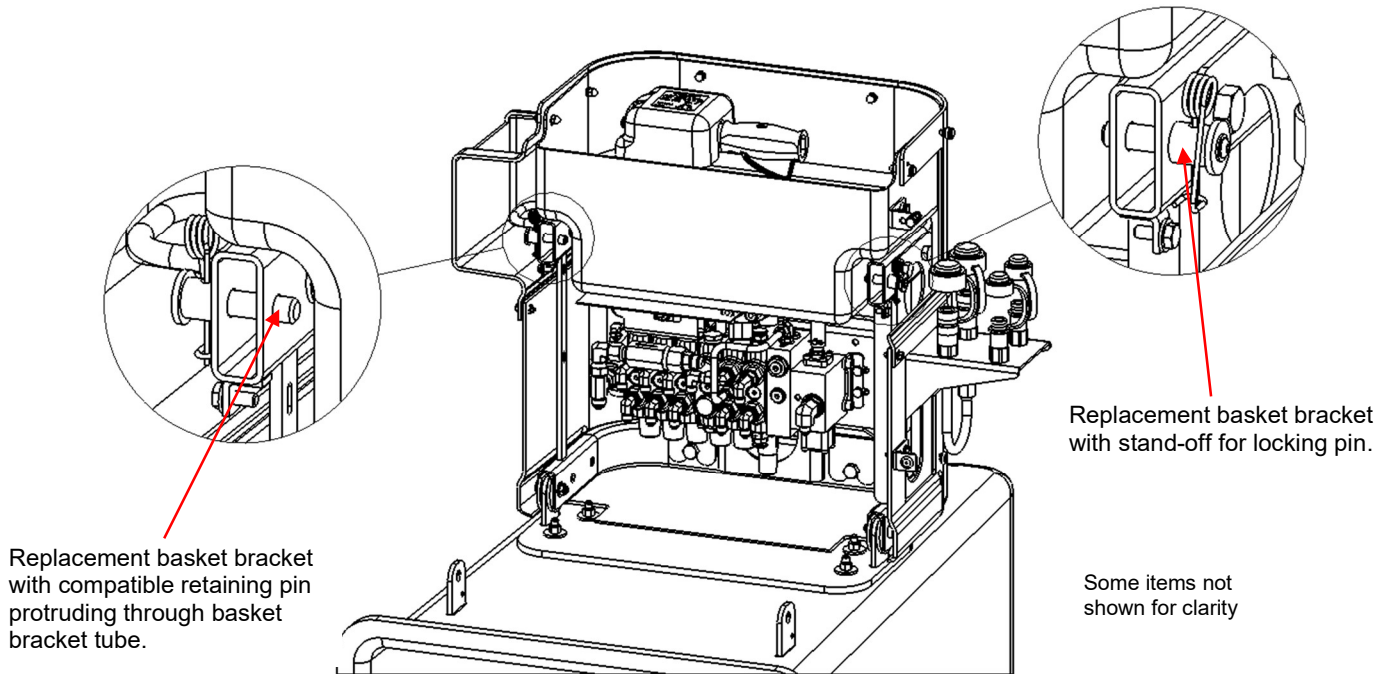


Figure 4. Compatible Components - Replacement basket bracket and compatible basket bracket retaining pins
In production from 4/22/2020 through present day