



June 2, 2026

'owner'

'address1'

'city', 'state' 'zip'

IMPORTANT SAFETY RECALL

NHTSA Recalls No. 26V-167, 26E-016

This SN737 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 2019 to 2026 General 65, General 80, General 95, C4000, C5000 and C6000 Digger Derricks equipped with pole guides, produced from January 2019 to February 10, 2026.

The 450543 Plate Weldment attaching the pole guide arms to the pole guide tilt bracket may have an issue with weld quality. All plate weldments on units and installed as replacement parts in the time frame listed above must be inspected for cracks and replaced if cracks are found. **If cracks develop the stud holding the pole guide arm can separate and allow the pole guide arm to fall. If the pole guide arm falls it can cause injury to ground personnel.**

WHAT TEREX WILL DO

If cracks are detected during the daily pre-shift inspection Terex will replace 450543 Plate Weldment at no cost to the owner.

If cracks are detected please 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.

WHAT THE OWNER MUST DO

Owners and users perform the following as soon as possible:

1. Inspect for cracked welds as shown in Inspection Procedure shown in the bulletin. If cracks are found do not use the pole guides. Contact Terex Utilities as noted above.
2. Inspect the digger derrick pole guide plate Weldment bar 450543 for cracks as part of the daily pre-shift inspection protocol.

Affected Guide bars:

1. The top surface of the bar will have a grease zerk.
2. The grease zerk will be on the upper side above surface of the pole guide plate, not recessed.

Guide bars NOT affected:

1. Bars with a fillet weld on the bar side with the stud recessed below the surface of the bar.
2. The zerk is on the threaded nut side, or there is no zerk on either end of the pins.

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

CONTINUED USE

1. Inform the users of the content of this bulletin and the daily pre-shift inspection requirements. Include requirements to inspect prior to use and when greasing the part.
2. If no cracks are detected, user may continue to operate. Continue the requirement for a daily pre-shift inspection even if no cracks are initially detected.
3. If a crack is detected during the daily pre-shift inspection or when greasing, do not use the Pole Guides until the plate weldment is replaced.
4. Always follow Operation instructions; inspection and maintenance requirements as stated 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: 1-888-275-9171; 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 warranty department 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,

Chad Rudebusch
Warranty Manager

Our records indicate the following machines, registered to you, are involved in SN737.

| Serial Number | VIN | Purchase Order |
|-----------------|---------|------------------|
| 'Serial Number' | 'VIN #' | 'Purchase Order' |



| | |
|--|---------------|
| Terex Utilities | |
| SAFETY NOTICE NHTSA: 26V-167 | SN-737 |

DATE: 3/12/26

REVISED:

TO: Owners, Users, Dealers, and Installers

Models Affected: Digger Derricks

SUBJECT: *Pole Guide 450543 Plate Weldment*

Issue:

The 450543 Plate Weldment attaching the pole guide arms to the pole guide tilt bracket may have an issue with weld quality on units built and replacement parts purchased from January 2019 to February 10, 2026. All plate weldments must be inspected for cracks and replaced if cracks are found. **If cracks develop the stud holding the pole guide arm can separate and allow the pole guide arm to fall. If the pole guide arm falls it can cause injury to ground personnel.**

Owner Action:

Owners and users must, within 10 days of receipt of this bulletin, perform the following:

1. Inspect for cracked welds as shown in Inspection Procedure below. If cracks are found, do not use the pole guide. Contact Terex Utilities as noted below.
2. Inspect the digger derrick pole guide plate weldment 450543 using the criteria below for weldments subject to this bulletin.

Affected Guide bars: (see Inspection Procedures below)

1. The top surface of the bar will have a grease zerk.
2. The grease zerk will be on the upper side above the pole guide arms not recessed.

Guide bars NOT affected: (See Pictures below)

1. Bars with a fillet weld on the bar side with the stud recessed below the surface of the bar.
 2. The zerk is on the threaded nut side, or there is no zerk on either end of the pins.
3. Include inspection of 450543 Plate Weldment as part of the daily pre-shift inspection.

Contact Terex Utilities through your nearest TEREX Utilities dealer as shown on the web site, terexutilities.com, call Terex Utilities at 844-837-3948, or by email to utilities.warranty@terex.com to schedule replacement if cracks are detected in guide bars.

If you have sold a 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.

Continued Use:

1. Inform the users of the content of this bulletin and the daily pre-shift inspection requirements. Include requirements to inspect prior to use and when greasing the part.
2. If no cracks are detected, user may continue to operate. Continue inspection as part of the daily pre-shift inspection, even if no cracks are detected.
3. If a crack is detected during the daily pre-shift inspection or when greasing, do not use the Pole Guides until the Plate Weldment is replaced.
4. Always follow Operation instructions; inspection and maintenance requirements as stated in the manuals.

What Terex Will Do:

Terex will provide a replacement plate weldment (Z1523) for parts which show a crack at no cost to the owner, for a period of 4 years from the issuance of this safety notice..

Dealers and Installers: A letter is being sent to owners of affected units and purchasers of replacement 450543 items. If affected units are in your area owners or TEREX Utilities may contact you to arrange for replacements.

Only Digger Derricks with pole guides or replacement 450543 parts in the date range above are involved. If the owner contacts you, call TEREX Utilities at 844-837-3948 for instructions and to arrange shipment of parts.

Terex will provide replacement 450543 Plate Weldment and reimburse at a labor flat rate allowance of \$125 for guide bar replacement if a crack is found for a period of 4 years from the issuance of this safety notice..

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

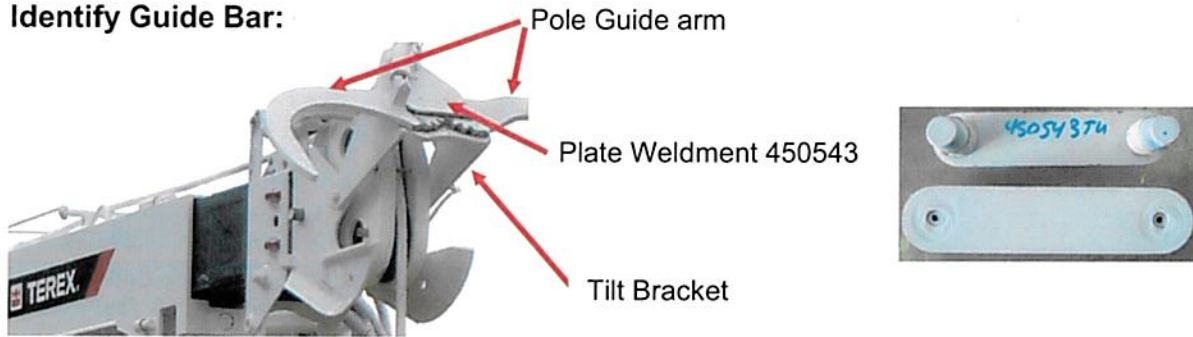
Terex and local industry standards (CSA and ANSI) requires that the purchaser of a Terex unit report to Terex the model and serial number of each machine sold, as well as the name, address, and telephone number of the new owner, within 60 days of the sale. Use the Owner Update Form in the manual to update 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 this or have any questions, please contact TEREX Utilities at 1-844-837-3948.

Inspection procedure:

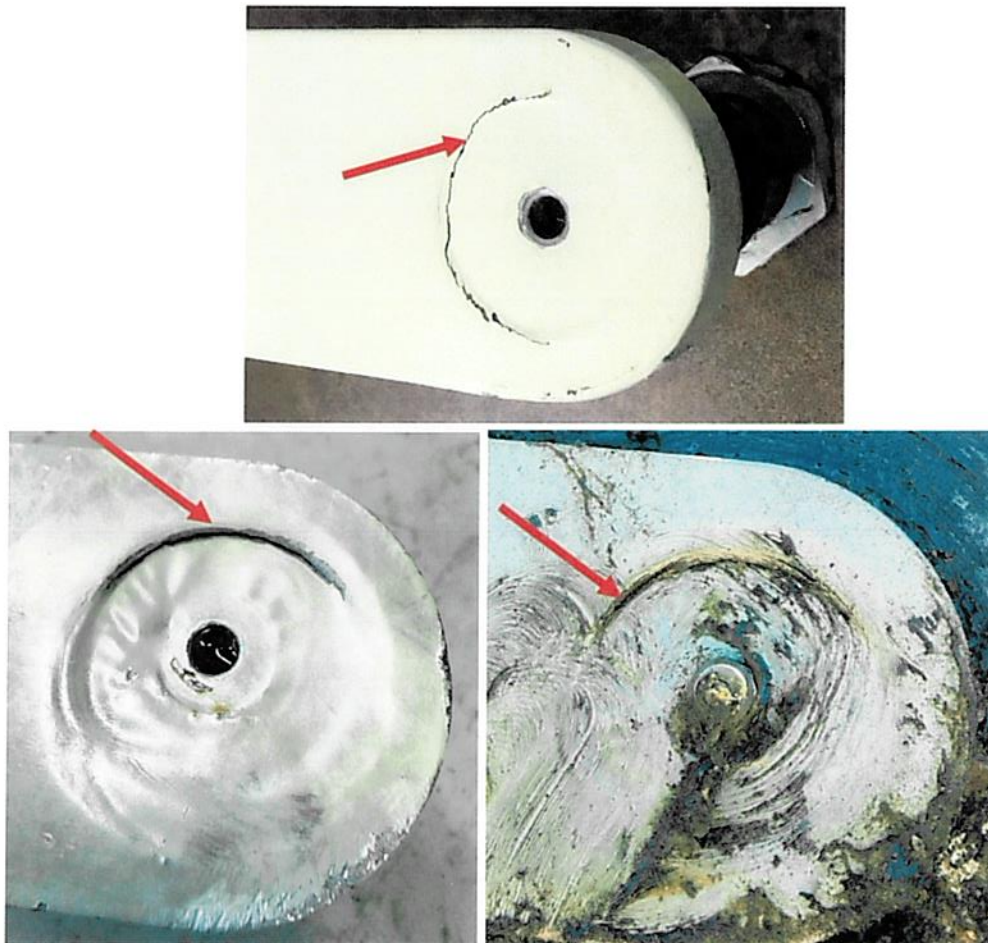
Affected Plate Weldment 450543, may be on machines which use these Pole Guide assemblies: 9143641, 618527, 608863, 494477, 491558, 488466, 483997, 481644, 479606, 479604, 469357, 464832, 463513, 458141, 479606HDG, 403186, or purchased as replacement parts.

The Plate Weldment is a wear items and, therefore, may have been purchased as replacement parts.

Identify Guide Bar:



Examples of cracks:



Bars not involved in Bulletin:

The following are not included in this bulletin but must still be inspected as part of the daily preshift inspection.

1. Weldments with a fillet weld around the pin and the top of the pin recessed below the surface of the bar.



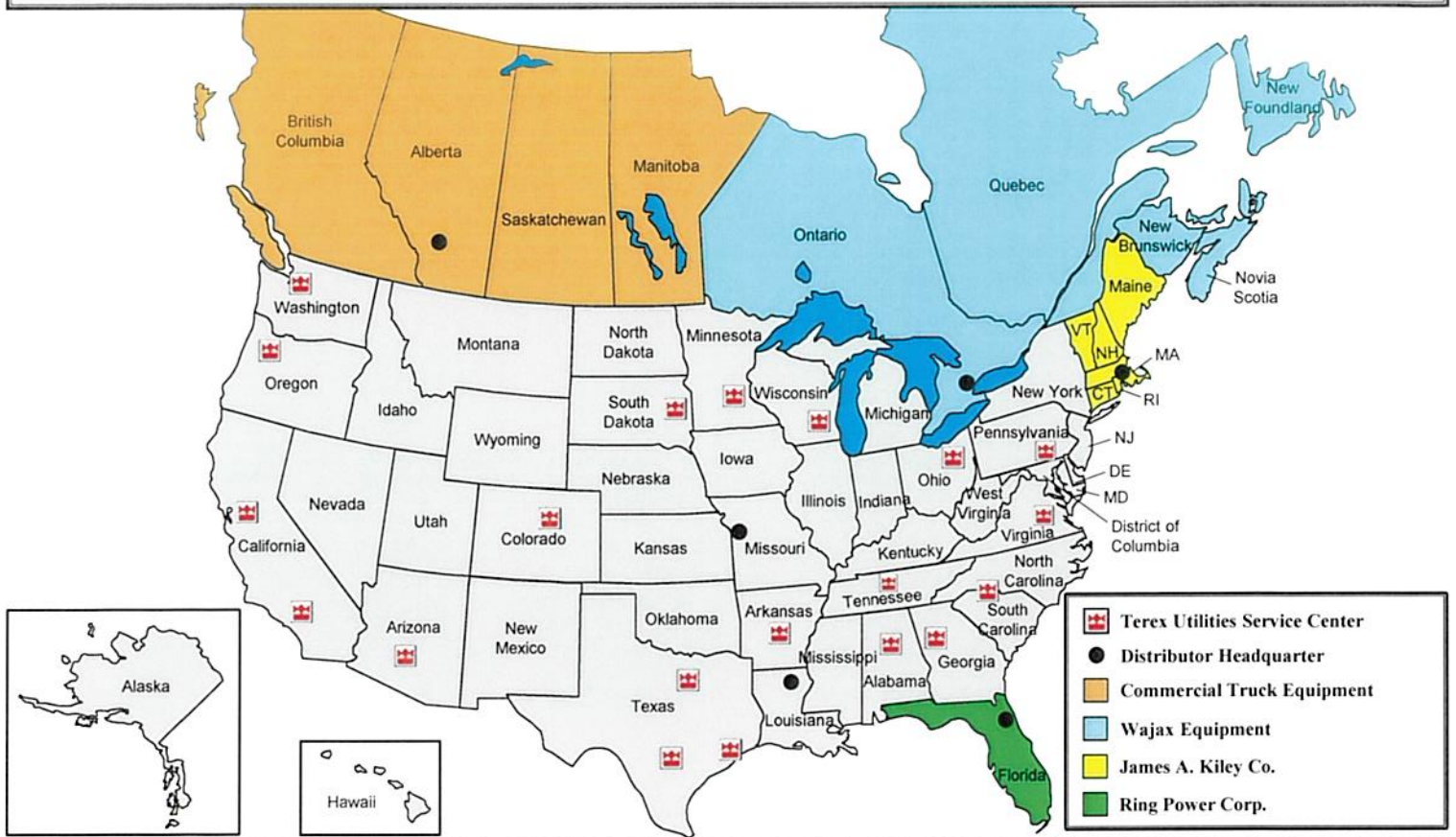
Fillet weld around recessed pin

2. The zerk is on the threaded side next to the nut, or there is no zerk on either end of both pins.



Grease zerk on thread side

Terex Utilities Service Network



Terex Utilities

Seattle 206.764.5025

7829 South 2016th Street
Kent, WA 98032

Portland 503.620.0611

12805 SW 77th 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

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

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 14th Avenue NW
Watertown, SD 57201

Denver 303.202.0304

6295 E. 56th Avenue
Commerce City, CO 80022

Atlanta 470.291.1133

1400 Oakley Industrial Blvd
Fairburn, GA 30213

Field Service 800.292.1931

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. 904.737.7730

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.

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|--|--|--|-------------------|-----------|----------------------------|
|  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 | | | | | |
| <table border="1"><tr><td>"Customer's Name"</td></tr><tr><td>"Address"</td></tr><tr><td>"City", "State" "Zip Code"</td></tr></table> | | | "Customer's Name" | "Address" | "City", "State" "Zip Code" |
| "Customer's Name" | | | | | |
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| "City", "State" "Zip Code" | | | | | |

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> |
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