This notice applies to your vehicle

September 30, 2016

'owner'
'address1'
'city', 'state' 'zip'

Dear Hi Ranger Owner,

REASON FOR RECALL

Terex has determined that some track mounted aerial and digger derrick devices manufactured from December 2005 through March 2016 may have subframe tie down plate welds which could crack. Twisting of the track frame by fully extending one outrigger at a time puts excessive stress in the tie down plate. **Failure of the subframe tie down plates could result in unexpected motion of the boom or the platform falling.**

WHAT TEREX UTILITIES WILL DO

Terex will provide a reinforcement kit, decal, and operators manual supplement at no cost to the owner.

WHAT YOU NEED TO DO

Immediately remove the machine from service and perform a visual inspection for cracks.

1. Inspect each front tie down plate, and its weld, located behind the cab that join the subframe to the track frame. Inspect the cross tie plate and its weld located behind the cab that joins the two subframe tubes together.
2. If any cracks are detected do not operate the unit, take it out of service immediately. Contact your local Terex dealer or TEREX Utilities at 1-800-982-8975 or email machine information to utilities.warranty@terex.com to arrange repair before further use.
3. If no cracks are detected follow the instructions in the Continued Use section below. As soon as possible but no later than 30 days from receipt of this bulletin contact your local Terex Utilities dealer, or contact the Terex Utilities Service Department at 1-800-982-8975, or email the machine information to utilities.warranty@terex.com to schedule an appointment to have a repair made.

CONTINUED USE:

Owners may continue to use the unit provided all machine users and operators are notified of these continued use requirements:

1. Perform a weekly visual inspection of the tiedown plates for a cracked weld between the tiedown plate and subframe or a cracked tiedown plate.
2. If any cracks are detected do not operate the unit, take it out of service immediately. Contact your local Terex dealer or TEREX Utilities at 1-800-982-8975 or email machine information to utilities.warranty@terex.com to arrange repair before further use.
3. Setup and retract outriggers using one of the following sequences to reduce twist to the carrier frame:
    a. Extending one outrigger at a time:
        i. Extend outrigger until ground contact is made.
        ii. Do not extend the outrigger beyond 8 inches after initial ground contact.
        iii. Extend remaining outriggers in the same manner.
        iv. If additional outrigger extension is required to level the unit, each outrigger can be extended in 8 inch increments, walking the unit up to the desired position.

Terex South Dakota, Inc.
500 Oakwood Road
Watertown, SD 57201 USA
(605) 882-4000 • Fax (605) 882-1842

b. Extending a pair of outriggers
    i. Extend any pair of outriggers (both fronts, both rears both outriggers on any one side) to the desired extension in unison.
    ii. Extend the remaining pair of outriggers to the desired extension in unison.
c. Retract single outriggers in 8 inch increments and paired outriggers in unison.

4. Always follow all maintenance and inspection 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 1-800-982-8975

If you have sold or retired the unit please let us know by contacting the Terex Utilities Warranty department at 1-800-982-8975 or send the serial number and new owner contact information to utilities.warranty@terex.com. You are required to forward this bulletin to the new owner within 10 days of receipt of this letter.

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 SN640.

Model	Serial Number	FSK
'model'	'Serial number'	'Field Service Kit'

Safety Notice	SN640

DATE: 9/2016 **REVISED:**

TO: Owners, Users, Dealers, and Installers

Models Affected: General and TM

SUBJECT: Tie down weldments

Issue:

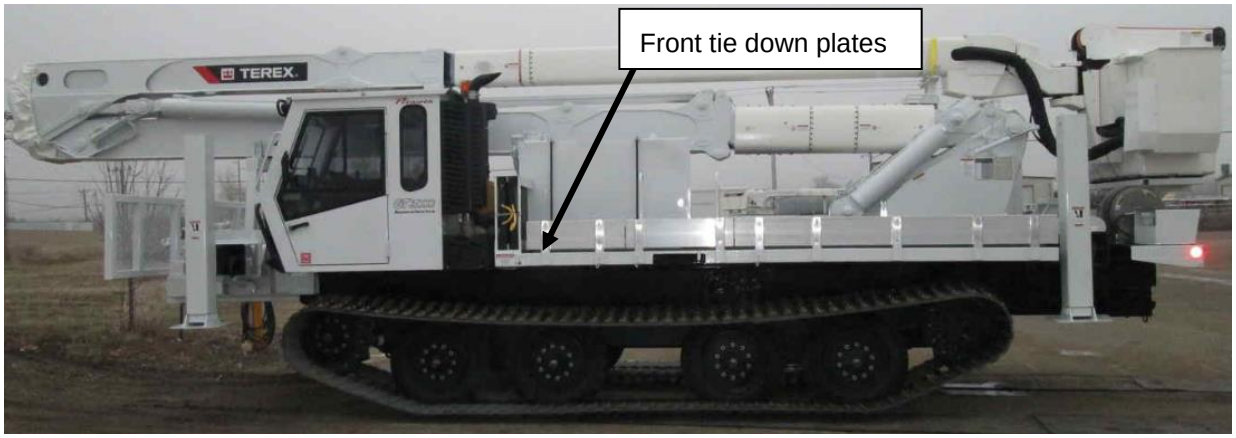
Terex has determined that some track mounted aerial and digger derrick devices manufactured from December 2005 through March 2016 may have subframe tie down plate welds which could crack. Twisting of the track frame by fully extending one outrigger at a time puts excessive stress in the tie down plate. **Failure of the subframe tie down plates could result in unexpected motion of the boom or the platform falling.**

Action:

What the Owner must Do:

Immediately remove the machine from service and perform a visual inspection for cracks.

1. Inspect each front tie down plate and its weld located behind the cab that joins the subframe to the track frame. Inspect the cross tie plate and its weld located behind the cab that joins the two subframe tubes together.



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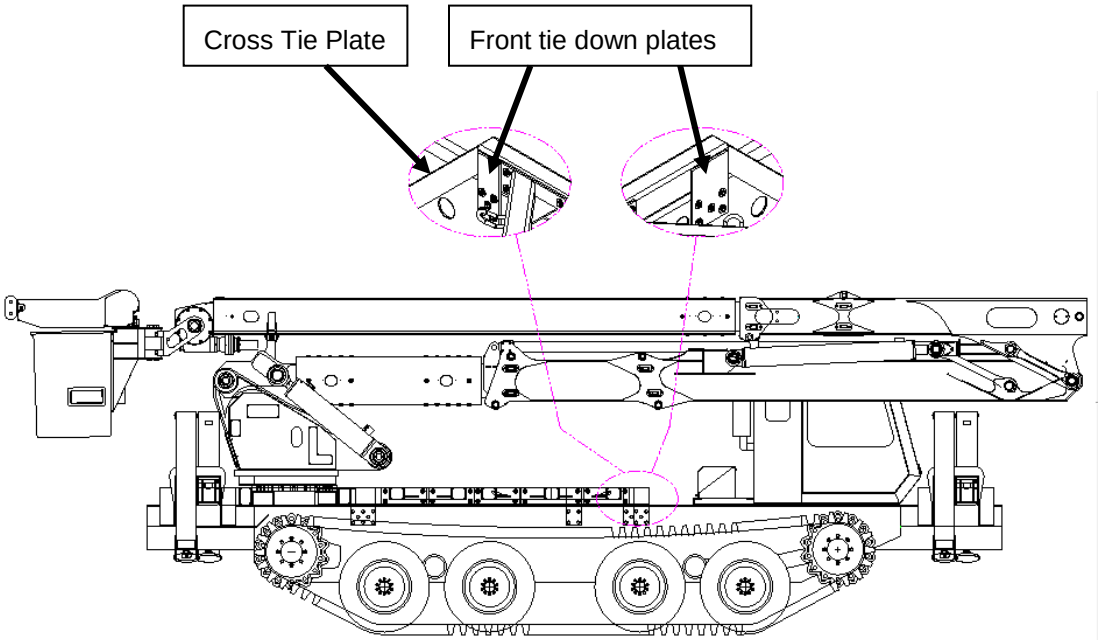

2. **If any cracks are detected do not operate the unit, take it out of service immediately.** Contact your local Terex dealer or TEREX Utilities at 1-800-982-8975 or email machine information to utilities.warranty@terex.com to arrange repair before further use.
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Continued Use:

Owners may continue to use the unit provided all machine users and operators are notified of these continued use requirements:

1. Perform a weekly visual inspection of the tiedown plates for a cracked weld between the tiedown plate and subframe or a cracked tiedown plate.
2. If any cracks are detected do not operate the unit, take it out of service immediately. Contact your local Terex dealer or TEREX Utilities at 1-800-982-8975 or email machine information to utilities.warranty@terex.com to arrange repair before further use.
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        i. Extend any pair of outriggers (both fronts, both rears both outriggers on any one side) to the desired extension in unison.
        ii. Extend the remaining pair of outriggers to the desired extension in unison.
    c. Retract single outriggers in 8 inch increments and paired outriggers in unison as noted above.

4. Always follow all maintenance and inspection requirements as specified in the manuals.

What Terex will Do:

Terex will install a reinforcement kit, decal, and operator's manual supplement at no cost to the owner.

Dealers and Installers: A letter is being sent to owners of affected units. If an owner contacts you about this bulletin; contact TEREX Utilities, at 605-882-4000, for further instructions. Inspection should take 30 minutes.

Important: Some of the involved units may be in rental fleets. You are required to complete the recall service on these units before renting, and to inform the renters of affected units within 10 days of receipt of this bulletin