



# TEREX®

## Product Notice

## PN-625

**DATE:** 3/23/17

**REVISED:**

**TO:** Owners, Users, Dealers, and Installers

**Models Affected:** HR, HRX, TC, TCX, SC, Aerials

**SUBJECT:** Platform Leveling Chains

### Issue:

Terex has become aware that some aerial devices manufactured from April 2008 through December 2010 may contain leveling chains which have some links which do not meet the material specification. The chain may exhibit abnormal wear and turned pins if overloaded or not properly inspected and maintained. **Failure of the leveling chain can result in the platform tilting.**

### Action:

#### What the Owner must Do:

1. Immediately inspect all leveling chains which may be at the turntable, elbow and boom tip, depending on models, to identify the chain manufacturer and the date code on the chain. Only chains having both of the markings below are affected. The double arrow symbol is the manufacturer designation and the D8 is the date code of the affected chains. The markings are not on every link or on both sides.

Clean off the sides of the chain and inspect for the markings shown below.



**Manufacturer marking**



**Date code D8**

2. If the chain does not have both markings, the unit can be returned to service following an inspection of the chain. Fill out the completion form enclosed with the owner letter and return it to the Terex Utilities Warranty Department at [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com) or fax to 1-605-882-5579.

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



3. If you have a chain with both of the above markings follow the continued use guidelines below and contact your local Terex dealer or TEREX Utilities at 800-982-8975 or email machine information to [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com) to arrange for a replacement chain. Following replacement, fill out the completion form enclosed with the owner letter and return it to the Terex Utilities Warranty Department at [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com) or fax to 1-605-882-5579.
4. Always follow the chain maintenance schedule in the manuals. Inspect and lubricate the chains as directed for proper chain life.

## **Continued Use:**

**All machine operators and users must be notified of these continued use requirements.**

The affected machines may remain in service, until the chain(s) has been replaced, provided that the following is followed:

- The chain(s) condition is suitable with no turned pins, rusty links, or excessive wear on the pins.
- The chain(s) must be inspected weekly according to the instructions in the maintenance manual.

**Completion of this Product Notice must take place as soon as possible, but no later than 30 days from receipt of this letter.** Contact your local Terex dealer or TEREX Utilities at 1-800-982-8975 or email machine information to [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com) for a replacement chain.

### **What Terex will do:**

Terex Utilities will only provide replacement chains for chains that have the D8 date code.

**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 1-800-982-8975, for further instructions.

**Important:** Some of the involved units may be in rental fleets. Terex requires you to complete the service on these units before renting, or to inform the renters of affected units within 10 days of receipt of this bulletin.

Terex and local industry standards (e.g. ANSI, CSA) 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, 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 or have any questions, please contact TEREX Utilities at 1-800-982-8975.

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## This notice applies to your vehicle

4/24/2017

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

Dear Hi Ranger Owner,

### REASON FOR this letter

Terex has become aware that some aerial devices manufactured from April 2008 through December 2010 may contain leveling chains which have some links which do not meet the material specification. The chain may exhibit abnormal wear and turned pins if overloaded or not properly inspected and maintained. **Failure of the leveling chain can result in the platform tilting.**

### WHAT YOU SHOULD DO

1. Immediately inspect all leveling chains which may be at the turntable, elbow and boom tip, depending on models, to identify the chain manufacturer and the date code on the chain.
2. If the chain does not have both markings, the unit can be returned to service following an inspection of the chain. Fill out the completion form enclosed with the owner letter and return it to the Terex Utilities Warranty Department at [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com) or fax to 1-605-882-5579.
3. If you have a chain with both of the above markings follow the continued use guidelines below and contact your local Terex dealer or TEREX Utilities at 800-982-8975 or email machine information to [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com) to arrange for a replacement chain. Following replacement, fill out the completion form enclosed with the owner letter and return it to the Terex Utilities Warranty Department at [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com) or fax to 1-605-882-5579.
4. Always follow the chain maintenance schedule in the manuals. Inspect and lubricate the chains as directed for proper chain life.

### CONTINUED USE:

**All machine operators and users must be notified of these continued use requirements.**

The affected machines may remain in service, until the chain(s) has been replaced, provided that the following is followed:

- The chain(s) condition is suitable with no turned pins, rusty links, or excessive wear on the pins.
- The chain(s) must be inspected weekly according to the instructions in the maintenance manual.

### WHAT TEREX UTILITIES WILL DO

Terex Utilities will only provide replacement chains for chains that have the D8 date code.

**Completion of this Product Notice must take place as soon as possible, but no later than 30 days from receipt of this letter.** Contact your local Terex dealer or TEREX Utilities at 1-800-982-8975 or email machine information to [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com) for a replacement chain.

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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 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](mailto:utilities.warranty@terex.com). Forward this bulletin 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,

Jeff Hegstrom  
Product Support Manager

Our records indicate the following machines registered to you are involved in PN625.

| Model   | Serial Number   |
|---------|-----------------|
| 'model' | 'Serial number' |

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Watertown, SD 57201 USA  
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## Product Notice PN625

Completion Form –  
HR, HRX, TC, TCX, SC Aerials Leveling Chains  
Please print so it is legible

### UNIT INFORMATION

☐ **CHECK if new owner:** requires address info to be completed below

Owner Truck # \_\_\_\_\_

\*Owner Name: \_\_\_\_\_

Email contact: \_\_\_\_\_

Owner Phone #: \_\_\_\_\_

\*Address req'd if new owner: \_\_\_\_\_

\* Truck VIN # \_\_\_\_\_

\*Unit Serial Number: \_\_\_\_\_

### SERVICE PERFORMED BY

\* Date of Repair: \_\_\_\_\_

\* Service Technician (ST) completing work: \_\_\_\_\_

ST Company Name: \_\_\_\_\_ ST Location: \_\_\_\_\_

ST Contact Number: \_\_\_\_\_

**\* MARK ACTIONS BELOW THAT WERE TAKEN TO VERIFY COMPLETION:**

☐ No chains on the unit noted above are stamped with the date code "D8" and the manufacturer marks as noted on the Product Notice 625 bulletin. **No labor reimbursement for inspection of chain(s).**

☐ **AFTER** identifying a leveling chain or chains marked "D8" and the manufacturer marks noted on the Product Notice 625 bulletin, the chain or chains were replaced with: **(Terex Utilities will provide the needed chain(s) but no labor reimbursement).**

**CIRCLE** the part number of the leveling chain assembly/assemblies you installed on the unit noted above:

|        |        |        |
|--------|--------|--------|
| 440452 | 443656 | 452926 |
| 440453 | 449360 | 452927 |
| 440464 | 449361 | 458554 |

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**\*\*Keep chains marked "D8" for return to Terex Utilities. Tag with unit DK# or serial number and chain part number.\*\***

\* Work Order: \_\_\_\_\_

Comments (as needed): \_\_\_\_\_

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**\* REQUIRED**

**(Form Must Be Completed And Returned To Terex Utilities)**

**FAX THIS COMPLETED FORM TO TEREX UTILITIES WARRANTY DEPT.  
AT 605-882-5579 or SEND IMAGE TO [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com)  
Rev: 01/18/16**