



TEREX®

PRODUCT NOTICE

PN633

DATE: DRAFT

REVISED:

TO: Owners, Users, Dealers, and Installers

Models Affected: TM

SUBJECT: TM Upper Boom Cylinder Porting

Issue:

Terex has become aware that some upper boom cylinders may have been machined incorrectly in the time frame of April 2014 to October 2015, affecting the manual let down system. **Failure of both the main hydraulic pump and DC hydraulic power system could result in the inability to lower the platform manually.**

Action:

Terex Utilities recommends you perform the following as soon as possible, but no later than 30 days from receipt of this bulletin.

What the Owner must do:

1. Verify that the manual let down system functions properly from the lower controls. Refer to the manual let down decal for operation before attempting to test the system.
 - a. Leave the Lower Boom in the stored position and raise the Upper Boom to 10 degrees.
 - b. Shut the vehicle engine off.
 - c. On the manual let down control manifold, select the upper boom function and pump up the system 2 strokes.
 - d. If the system is functioning properly, the upper boom will drift down. Stop the upper boom movement before platform contacts anything. If the upper boom does not drift down, then your unit is subject to this bulletin.
 - e. After testing manual let down, cycle booms through 3 cycles to fill cylinders with oil.
2. If manual let down works properly, then your unit is not subject to this bulletin. Fill out the completion form and return the form to Terex.
3. Schedule appointment for repair if it is determined that you can't manually lower the upper boom. Follow the continued use listed below. 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.

Continued Use:

Always follow all maintenance and inspection requirements as specified in the manuals. Owners may continue to use the unit provided all machine users and operators are notified of these continued use requirements.

1. If the manual let down system for the upper boom does not work, ensure that the DC power system is working properly. Check the DC power unit weekly by retracting an outrigger.

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2. Do not use the manual let down function until the unit has been repaired. If the main hydraulic pump fails, use the DC power system to stow the unit.

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>.

What Terex will do:

Terex will repair any cylinders that are determined to not be functioning properly in allowing the manual let down function. The cylinder will be repaired at no cost to the owner. For further assistance call TEREX Utilities at 1-800-982-8975 and ask for the Service Department.

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 and ask for the Service Department for further instructions.

Important: Some of the involved units may be in rental fleets. Terex requires owners 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.