



Product Notice

PN 657

DATE: 4/27/17

REVISED:

TO: Owners, Users, Dealers, and Installers

Models Affected: LT

SUBJECT: Upper boom cover interference

Issue:

Terex Utilities has become aware of a possible cover inference, on units built from April 19, 2013 to February 9, 2017, which may cause the extension cylinder cover to contact the leveling hoses. This can occur when the upper boom is fully raised. Repeated contact may cause failure of the leveling hoses or fittings. **Failure of the leveling hoses will cause the platform to lock in position and stop leveling.**

Action:

What the owner must do:

Immediately inspect leveling hoses as shown below, before further use of the machine.

1. If your unit has 446191 revision G cover and 610426 leveling manifold, your unit is subject to this bulletin. If your unit does not have the 446191 revision G cover and manifold shown below, it is not subject to this bulletin.



2. Perform a visual inspection of the leveling hoses on the manifold for interference damage. If damage is detected, remove the machine from service and contact your local Terex dealer.
3. If no damage is found, the unit can be returned to service provide the continued use requirements are followed.
4. If your unit is subject to the bulletin, order a replacement cover through Terex Warranty by emailing machine information to utilities.warranty@terex.com or by calling 1-800-982-8975.
5. After identifying that no action is required or the replacement cover is installed, fill out the completion form enclosed with the owner letter and return it to the Terex Utilities Warranty Department at 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

6. Terex recommends you perform this action as soon as possible. This action shall be completed no later than 60 days from receipt of this bulletin.

Continued Use:

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

1. Inspect leveling hoses at the manifold daily.
2. If there is no damage to the hoses the cover can be removed and the unit can be returned to service without it until the replacement is installed.
3. Once the replacement cover is installed, these continued use requirements no longer apply.
4. Always follow all maintenance and inspection requirements as specified in the manuals.

What Terex will do:

Terex will provide a replacement cover at no cost.

Dealers and Installers: A letter is being sent to owners of affected units. If you need further information contact Terex Utilities Service Department at 1-800-982-8975 or email machine information to utilities.warranty@terex.com for further instructions.

Important: Some of the involved units may be in rental fleets. Terex requires owners to complete the service on these units before renting, or to inform the renters 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 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.



'owner'

June 30, 2017

'address1'

'city', 'state' 'zip'

Dear Hi Ranger Owner,

REASON FOR NOTICE

Terex Utilities has become aware of a possible cover inference, on units built from April 19, 2013 to February 9, 2017, which may cause the extension cylinder cover to contact the leveling hoses. This can occur when the upper boom is fully raised. Repeated contact may cause failure of the leveling hoses or fittings. **Failure of the leveling hoses will cause the platform to lock in position and stop leveling.**

WHAT TEREX UTILITIES WILL DO

Terex will provide a replacement cover at no cost.

WHAT THE OWNER MUST DO

Immediately inspect leveling hoses as shown below, before further use of the machine.

1. If your unit has 446191 revision G cover and 610426 leveling manifold, your unit is subject to this bulletin. If your unit does not have the 446191 revision G cover and 610426 manifold, it is not subject to this bulletin.
2. Perform a visual inspection of the leveling hoses on the manifold for interference damage. If damage is detected, remove the machine from service and contact your local Terex dealer.
3. If no damage is found, the unit can be returned to service provide the continued use requirements are followed.
4. If your unit is subject to the bulletin, order a replacement cover through Terex Warranty by emailing machine information to utilities.warranty@terex.com or by calling 1-800-982-8975.
5. After identifying that no action is required or the replacement cover is installed, fill out the completion form enclosed with the owner letter and return it to the Terex Utilities Warranty Department at utilities.warranty@terex.com or fax to 1-605-882-5579.
6. Terex recommends you perform this action as soon as possible. This action shall be completed no later than 60 days from receipt of this bulletin.

CONTINUED USE

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

1. Inspect leveling hoses at the manifold daily.
2. If there is no damage to the hoses the cover can be removed and the unit can be returned to service without it until the replacement is installed.
3. Once the replacement cover is installed, these continued use requirements no longer apply.
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>.

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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. Forward this Notice 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 PN620.

Model	Serial Number
'model'	'Serial number'

**TEREX****Product Notice PN657***Utilities***Terex Utilities Completion Form****LT Boom Extension Cylinder End Cover**

TO AVOID DELAYS IN PROCESSING – PLEASE PRINT LEGIBLY

UNIT INFORMATION (*REQUIRED)☐**CHECK if new owner**

Customer Truck # _____

*Owner Name: _____

Owner Phone Number: _____

*Address req'd if new owner _____

*Truck VIN # _____

*Unit Serial Number: _____

INSPECTION PERFORMED BY (*REQUIRED)

* Date of Repair / Inspection _____

* Service Technician (ST) completing work: _____

* ST Company Name: _____ ST Location: _____

ST Contact Number: _____

Please perform the inspection process outlined in the “What the Owner Must Do” portion of the enclosed product notice PN657. Based on your inspection, please check the applicable box and return this form to Terex Utilities using one of the methods at the bottom of this page.

☐

The unit has been inspected as detailed on the Product Notice 657 and is excluded from this campaign.

If you determine your unit is affected by this Product Notice PN657 please follow the “**Continued Use**” guidelines on the bulletin and contact Terex Utilities at 1-800-982-8975 and a replacement cover will be supplied to you at no charge.

☐

The unit is affected by the Product Notice and a new updated cover P/N 446191 Revision H has been installed.

Note: There’s no labor compensation to complete the above inspection and / or cover replacement. These tasks can be completed by Terex Field service, but will be billed at the current labor and travel rate. Call 1-800-292-1931 to schedule.

☐

Damaged hoses have been found and corrected. The hose repairs will be completed at no expense to the customer. Work is to be performed by approved Terex service providers and will be compensated at a maximum of up to two hours.

Work Order: _____**Comments:** _____

FAX THIS COMPLETED FORM TO TEREX UTILITIES WARRANTY DEPT. AT (605)882-5579 OR SEND EMAIL TO utilities.warranty@terex.com