



IMPORTANT SAFETY RECALL – SN602
Safety Recall Notice 13V-089

October 28, 2013

AMERICAN ELECTRIC POWER
5300 NAVARRE ROAD
CANTON OH 44706

Dear Hi Ranger Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

REASON FOR RECALL

TEREX Utilities has decided that a defect which relates to motor vehicle safety exists in certain model year 1999 through 2012 XL4000 series Digger Derrick utility trucks. The shims and spacers used to adjust the length of the hydraulic cylinder may give, causing the rod eye threads to fatigue while lifting loads. The hydraulic cylinder may separate from the digger derrick boom, allowing it to collapse without warning, increasing the risk of injury to the operator or those nearby.

WHAT TEREX UTILITIES WILL DO

Terex Utilities will inspect the threads for damage and replace the shims and spacer with a hardened spacer.

WHAT YOU SHOULD DO

Inspect your XL4000 series Digger Derrick following the instructions in the Bulletin SN602 before further use. Contact your nearest Terex Utilities dealer or TEREX Utilities at 605-884-3892 to arrange repairs within 30 days.

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, we recommend you contact Terex Utilities Warranty department by calling 1-605-884-3892.

After contacting your dealer and Terex Utilities Warranty department, if you are still not able to have the safety defect remedied without charge and within a reasonable time, you may wish to write the: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington DC 20590 or call 1-888-327-4236 (TTY: 1-800-424-9153); 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 by calling 1-605-884-3892.

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

If you have sold or retired the unit please let us know by contacting the Terex Utilities Warranty department at 1-605-884-3892 or send the serial number and new owner contact information to utilities.warranty@terex.com.

If you have leased this equipment to another person, you are required by Federal Law to forward a copy of this notice to the lessee by first class mail within ten days of your receipt of this notice.

Thank you for your immediate attention on this important matter,

Todd Williams
Director of QA and Warranty

Our records indicate the following machines, registered to you, are involved in SN602:

XL 4000 Model	Digger Derrick Serial Number
XL Series Digger Derrick	2000814384
XL Series Digger Derrick	2000813641

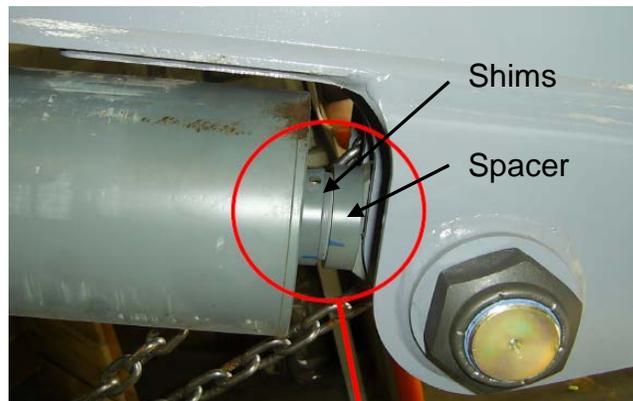
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Terex Utilities**SAFETY NOTICE****SN-602-13****DATE:** 3/5/13**REVISED:****TO:** Owners, Users, Dealers, and Installers**Models Affected:** XL4000 series of Digger Derricks**SUBJECT:** *Machinery Bushing 83725***Issue:**

Terex Utilities has discovered that the metal shim, p/n 83725, used on the XL4000 series Digger Derrick lift cylinder has been supplied with the wrong material. The shim material is too soft and will compress with load which may result in fatigue in the threads of the rod eye. **If the rod eye threads fail the rod eye may separate from the cylinder and allow the cylinder and boom to fall.**

Action:

All XL4000 units require replacing the existing shims and spacer with one hardened spacer. Immediately inspect the preload on the cylinder rod to eye junction to determine if the shims are loose.



Inspect here on lift cylinder

1. If the shim does not move when the boom is in the stored position you can continue to use the machine if you check the shim daily. Contact your nearest Terex Utilities dealer or Terex Utilities to arrange repairs within 60 days of receipt of this bulletin.
2. If the shims are loose and can be moved with the boom in the rest, you can continue to use the unit until repairs can be performed if the rod to eye is torqued to 500 ft-lbs and inspected daily until repaired. Schedule repairs within 30 days with Terex Utilities.
 - Procedure to tighten rod eye: Loosen the set screws on the rod then tighten the rod eye by turning the rod. You do not need to un-pin the cylinder. Tighten the rod eye to 500 ft-lbs and retighten the set screws to 15 ft-lbs. Inspect the shims for looseness daily. If they loosen again take the unit out of service and contact TEREX Utilities

3. In both cases contact your nearest TEREX Utilities dealer or call Terex Utilities at 605-884-3892 or email aerial serial number and your contact information to utilities.warranty@terex.com to arrange repair.

Dealers and Installers: A letter is being sent to owners of affected units. If affected units are in your area TEREX Utilities will contact you to arrange the repairs.

Only XL4000 Digger Derricks listed are involved. If the owner contacts you call TEREX Utilities at 605-884-3892 for instructions.

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.

Affected units, as shown on the owner letter, will have the repairs performed at no charge to the owner.

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