



## **IMPORTANT SAFETY RECALL – SN601**

**Safety Recall Number 13V-096**

October 24 2013

ASPLUNDH TREE EXPERT CO  
708 BLAIR MILL RD  
WILLOW GROVE PA 19090-1784

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 vehicle safety exists on 2000-2009 Aerial Device models TC, RM, OM-DHL, and XM. Terex received reports of a seal land on the 15 port hydraulic rotary manifold failing after several years of operation, when operating the Aerial Device. The failure of a seal land will allow oil to flow to the adjacent port and may pressurize that function causing movement. **If fluid pressurizes an adjacent port it can result in unexpected movement of the boom and platform which could result in injury and/or property damage.**

### WHAT TEREX UTILITIES WILL DO

Terex Utilities will repair as needed and reassign the port usage for aerials shown in the attached list at **no charge** to you.

### WHAT YOU SHOULD DO

Look at the Aerial Device shown on the attached list; verify it has a 15 port collector P/N 72889, if so immediately perform the inspection test in the Bulletin. If any of the boom functions move do not continue to operate the unit, take it out of service immediately. Contact your nearest Terex Utilities dealer or TEREX Utilities at 1-605-884-3892 to arrange repairs before further use.

If no functions move unless a control lever is also moved you may continue to operate the unit; provided the functional test described above is performed daily. Contact your nearest TEREX Utilities dealer as shown on the web site, [terexutilities.com](http://terexutilities.com), call TEREX Utilities at 1-605-884-3892 or by email at [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com) to arrange repairs within 60 days.

Terex Utilities will contact the registered owner to arrange repairs if we do not hear from you.

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 submit a complaint to 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>.

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

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.

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](mailto: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 SN601 (13V-096):

<b>Model</b>	<b>Aerial Serial Number</b>
6TC	2010917874
RM6000	2021220147
6TC	2001114333
RM6000	2040223391
6TC	2021019813
6TC	2021020130

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**TEREX Utilities****SAFETY NOTICE****SN-601-13**

DATE: 4/22/13

REVISED:

TO: Owners, Users, Dealers, and Installers

Models Affected: TC, RM, OM-DHL, XM Aerials with Controls below  
Rotation

SUBJECT: 15 Port Collector used on Aerials

**Issue:**

TEREX Utilities has received reports of a seal land on the 15 port hydraulic rotary manifold failing after several years of operation, when operating the Aerial Device. The failure of a seal land will allow oil to flow to the adjacent port and may pressurize that function causing movement. **If fluid pressurizes an adjacent port it can result in unexpected movement of the boom and platform.**

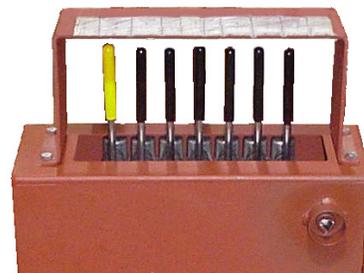
**Action:**

This bulletin only applies to Aerial Devices with lower controls located below rotation which utilize the 15 port collector, P/N 72889 or 494311. The owner or user must immediately perform the following test of the unit.

1. Determine if the hydraulic system is an open or closed center unit:
  - Closed center units – An electric palm switch must be held to operate the lower controls.
  - Open center units – A selector lever in the lower control valve is used to select between operation of the upper or lower controls.



Typical Closed Center Lower Controls  
With Enable button



Typical Open Center Lower Controls  
With Selector Lever

## 2. Test:

- Closed center units – From the lower controls raise both booms out of the stowed position and with the Upper Control Selector in the “ON” position and no functions activated press and hold the lower control palm button for 1 minute. Check for any boom movement. **Remove machine from service if any movement**

**occurs.** Contact your nearest Terex Utilities dealer to arrange repairs before further use.

- Open center units – Have the Upper Control selector at the lower controls in the lower control position. While the booms are in the stored position and with no tool connected to the tool couplers at the boom tip turn the tool ON. Raise both booms out of the cradle clear of all obstructions using the lower controls. Move the Upper Control selector at the lower controls to the upper controls for 10 seconds without moving any other levers. Check for any boom movement.  
**Remove machine from service if any movement occurs.** Contact your nearest Terex Utilities dealer to arrange repairs before further use.  
Stow booms and return tool control to off before use.

3. If there is no movement of the booms, unless a function control lever is also moved, you may continue to operate the unit; provided the test described above is performed daily.
  - \* Contact your nearest Terex Utilities dealer or Terex Utilities (item 5 below) to arrange repairs within 30 days of receipt of this bulletin.
4. Place a copy of this bulletin in the Operators Manual in the vehicle for reference until the bulletin is complete.
5. Contact TEREX Utilities at 605-884-3892 or email machine serial number and name of person to contact to [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com) to arrange repair with the nearest service personnel.

Each unit will be evaluated by Terex Utilities and the hydraulic ports in the collector adjusted depending on the configuration and options by each serial number.

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

Only Aerial devices with the 15 port hydraulic rotary manifold are affected, no Digger Derricks are involved. The affected Aerials will have controls below rotation, such as lift units. If the owner contacts you call TEREX Utilities at 605-884-3892 for instructions. Each unit will have a solution depending on the configuration and options by serial number.

**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

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