



Safety Notice 130009 (NHTSA RECALL NOTICE 13V-420)

Date: November 18, 2013

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

Terex has decided that a defect which relates to motor vehicle safety exists in the outrigger assembly installed on our TZ-34/20 trailer mounted aerial work platform booms.

The reason for this recall....

You are receiving this bulletin because you are the owner of an affected machine.

Terex has received reports that some outriggers on the TZ-34/20 may unintentionally drift from the stowed position. **If the outriggers drift, it can result in the crushing of objects in its path, or collision with moving objects (e.g. passing machinery, vehicles), resulting in an increased risk of crash and/or injury.**

This recall requires installation of the dual counterbalance valve manifold on your machine.

This recall applies to all TZ-34/20 machines not equipped with the dual counterbalance valve produced from October 1, 2002 to July 12, 2012 within the following serial ranges:

TZ3403 - 101 to 394	TZ3408 - 101 to 634
TZ3404 - 2 to 583	TZ3409 - 101 to 287
TZ3405 - 100 to 626	TZ3410 - 101 to 335
TZ3406 - 101 to 750	TZ3411 - 101 to 512
TZ3407 - 101 to 582	TZ3412 - 101 to 299

What we are asking you to do....

- 1 Locate all machines within the model and serial ranges referenced above.
 - 2 Determine if your machine is equipped with the dual counterbalance valve manifold. Follow the "Counterbalance Valve Manifold Inspection" on page 2.
- ⊙ If your machine is already equipped with a dual counterbalance valve manifold, fill out the attached completion form and return to Terex AWP Warranty department.
 - ⊗ If your machine is not equipped with a dual counterbalance valve manifold, order the "Dual Counterbalance Valve Manifold" kit P/N 826887 and install on your machine upon receipt.

Continued Use Instructions:

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

Machines not equipped with the dual counterbalance valve manifold may remain in service until this Safety Notice is completed, provided the outriggers are secured properly when in stowed position. Follow the "Securing the Outriggers" procedure on page 4.

Counterbalance Valve Manifold Inspection:

⚠ Perform this procedure with the machine on a firm level surface.

- 1 Remove the hydraulic power unit compartment cover.

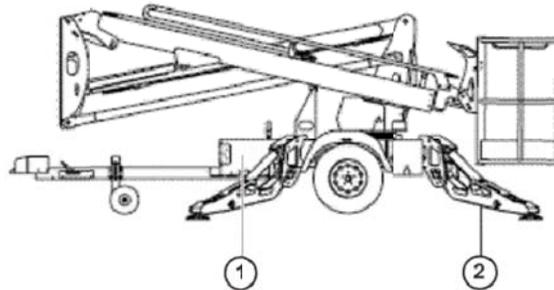


Illustration 1

- 1 Hydraulic Power Unit
- 2 Outrigger

- 2 Locate the counterbalance valve manifold mounted next to the hydraulic power unit.

⊙ If the counterbalance valve manifold is equipped with two hose connections on top as shown in illustration 2, your machine is already equipped with the dual counterbalance valve. Fill out the attached completion form and return to Terex AWP Warranty Department. This will verify that you have completed this safety notice.

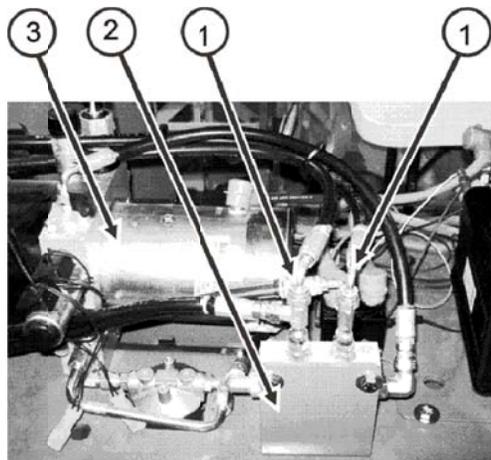


Illustration 2

- 1 Hose connections
- 2 Counterbalance valve manifold
- 3 Hydraulic power unit

- ☒ If the counterbalance valve manifold is equipped with a single hose connection on top as shown in illustration 3, or the machine is not equipped with a counterbalance valve manifold (illustration 4), order the “Dual Counterbalance Valve Manifold Kit” and install on your machine.

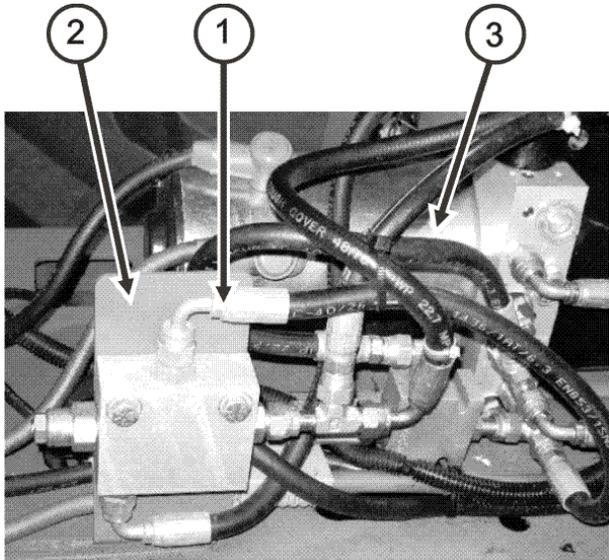


Illustration 3

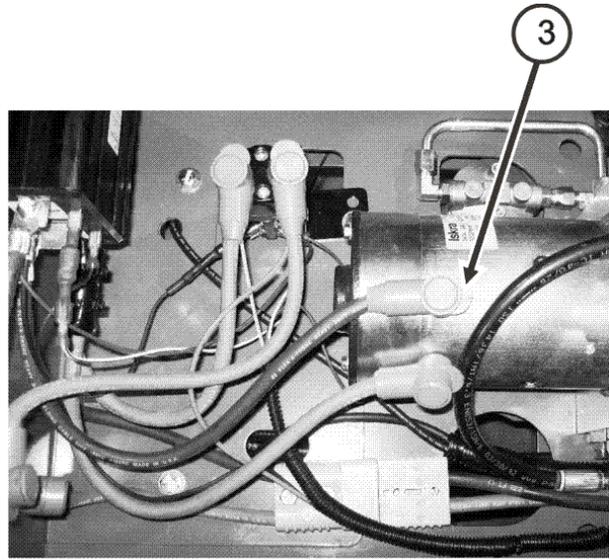


Illustration 4

- 1 Hose connection
- 2 Counterbalance valve manifold
- 3 Hydraulic power unit

- 3 Re-install the hydraulic power unit compartment cover.

Securing the Outriggers

- 1 Secure all four outriggers using a suitable tiedown device i.e a safety chain, strap etc.
- 2 Guide the strapping device through the outrigger arm opening and through the eyelet hole in the chassis.
- 3 Secure the tiedown properly so that it cannot fall off in during transport or while not in use. Illustration 5 shows how a chain with an S-hook, with latch, can be used.

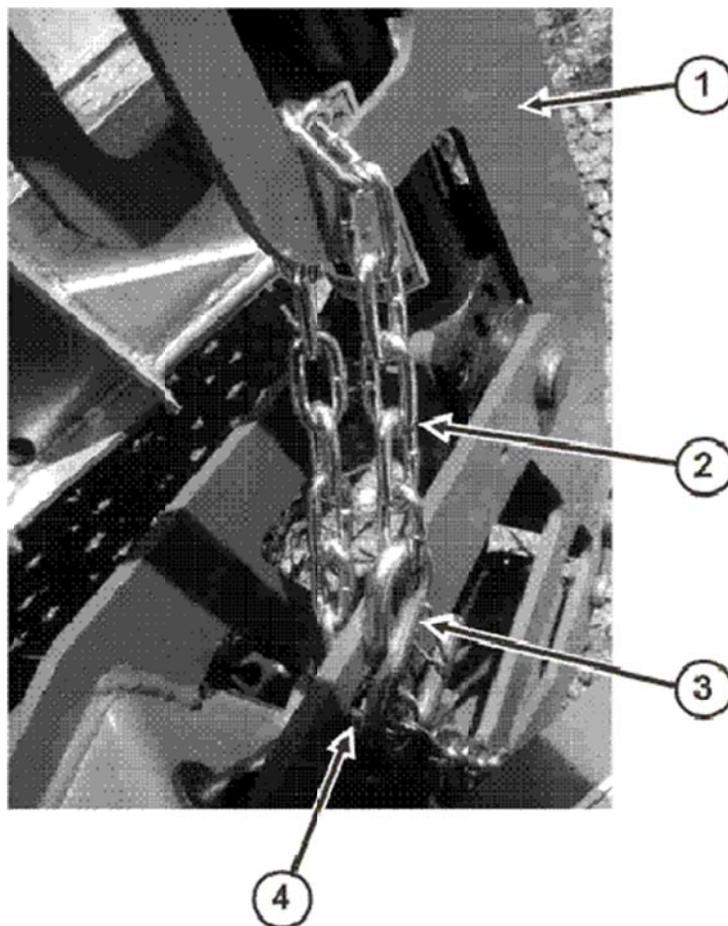


Illustration 5

- 1 Outrigger Arm
- 2 Chain
- 3 S-Hook
- 4 Eyelet



To order parts:

Machine owners with a valid Genie account can contact the Terex AWP parts department to place an order through one of the following:

<http://www.gogenielift.com>
Fax: 1-888-274-6192
Phone: 1-800-536-1800

Machine owners without a valid Genie account can contact their nearest Terex AWP dealership or Terex AWP Service Centers for assistance.

Search for your nearest Terex AWP dealership by visiting our website at:

<http://www.genielift.com/dealersearch/>

Warranty:

The labor and travel miles required to perform this inspection and installation are covered under the provisions of our LIMITED PRODUCT WARRANTY statement. Warranty claims can be submitted by paper claims, fax or email. If you need more information about filing a warranty claim, please contact Terex AWP Warranty department at:

United States:	1-800-536-1800
Canada:	1-425-881-1800
All other locations:	001-425-881-1800
Email:	AWP.Warranty@terex.com

Genie and ANSI requires that the seller of a Genie machine report to Genie 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. OSHA and ANSI also require that the manufacturer's safety notices 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 safety notice or have any questions, please contact Genie's Product Supports department at:

United States:	1-800-536-1800
Canada:	1-425-881-1800
All other locations:	001-425-881-1800

Warranty Claims:

The labor hours allowed for this campaign is 30 minutes for inspection and 60 minutes for installation.



If you are the lessor of any of the affected vehicles ...

If you are the lessor of this vehicle, federal law requires you to forward this notice to the lessee within ten days of your receipt of this letter.

If you need help.....

If you have questions or concerns regarding this recall, please contact Genie or the service manager at your local dealer. If Genie or your dealer fail or are unable to remedy the defect without charge or within a reasonable time, you may also submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We are intensely concerned for the safety of our customers and sincerely appreciate your efforts. Thank you for your attention to this important matter.

Sincerely,

Genie

Enclosures:

- Machine List
- New Owner Update Form
- Completion Form for Inspection



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New Owner Update Form

(for updating machine owner information only)

Genie and ANSI requires that the seller of a Genie machine report to Genie 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.

- If you have sold a machine, list new owner's name, address and phone number, for each machine. List complete model and serial number (examples: TZ3404-142 or TZ3412-109).

New Owner Information:

	Machine 1	Machine 2	Machine 3
Model*	_____	_____	_____
Serial Number *	_____	_____	_____
Owner Name*	_____	_____	_____
Address 1*	_____	_____	_____
Address 2	_____	_____	_____
City/State/Zip*	_____	_____	_____
Phone Number*	_____	_____	_____
Contact Person	_____	_____	_____

* Required fields

Seller Information:

Date: _____

Company Name: _____

Account #: _____

Address: _____

(street) _____

(city) _____

(state, zip code) _____

Phone #: _____

- List any machines that could not be inspected or repaired because of the following:

Model & Serial Number	Scrapped	Exported	Stolen	Other (explain)
_____	-	-	-	_____
_____	-	-	-	_____
_____	-	-	-	_____
_____	-	-	-	_____
_____	-	-	-	_____
_____	-	-	-	_____
_____	-	-	-	_____

Fax to:

United States:	877-738-7530
Canada:	425-498-7530
All other locations:	001 425 498 7530