

First Notice



Safety Notice

Mandatory Action Required

200004

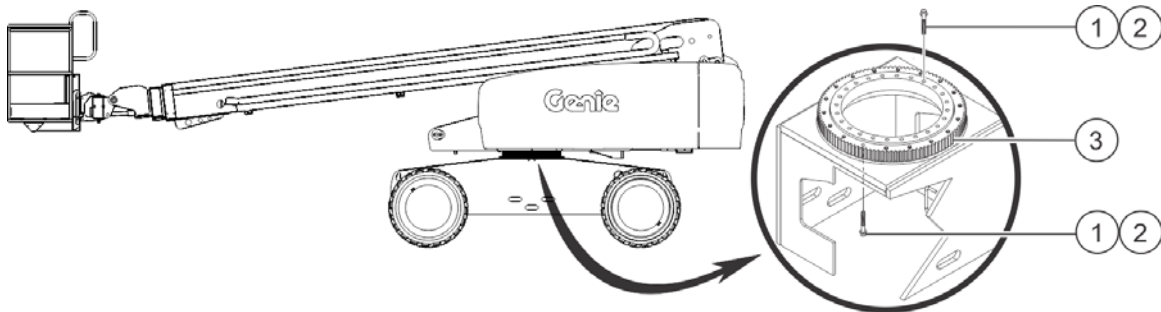
Genie
A TEREX BRAND

Date: January 29, 2020
Models and Serial Numbers Affected: See tables 1 and 2
Subject: Turntable Rotation Bearing Bolts
Allowable Hours: 2 hours

The content of this Safety Notice is intended for Owners/Dealers/Distributors of Genie products. For media-related uses, please contact AWP.mediainquiries@terex.com for permission to publish. Thank you!

Issue:

Genie has been notified of three instances where the bottom turntable rotation bearing bolts in the machines referenced above have come loose causing the separation of the turntable from the chassis. **Separation of the turntable from the chassis can result in a machine tip-over or other structural failure.**



- 1 Bolts, PN 1256170GT
- 2 Washer, PN 1256182
- 3 Turntable rotation bearing

Models and Serial Numbers Affected:

Table 1. Machines with a year of manufacture 2019 up to the release date of this notice:

Model	Serial Range	Model	Serial Range
S-65	S60H-39903 to 40455	S-60XC & S-65XC	S60XCH-45009 to 46426 S65XCH-45007 to 46425
S-60X	S60XH-39397 to 40454		

First Notice



	<h2>Safety Notice</h2> <p>Mandatory Action Required</p>	200004	

Table 2. Machines with a year of manufacture between 2015 and 2018:

Model	Serial Range	Model	Serial Range
S-65	S6015H-35001 to 35031	S-60 TRAX & S-65 TRAX	S60TX16H-35555 to 36014
	S6016H-35032 to 36172		S60TXH-36581 to 40150
	S60H-36400 to 40438		S60TX16H-35463 to 36161
S-60X	S60X16H-35034 to 36171		S60TXH-36437 to 40198
	S60XH-36401 to 40456		S65TXH-40225 to 40225
S-60XC & S-65XC	S60XC16H-35119 to 36114		
	S60XCH-36472 to 45011		
	S65XCH-45001 to 45010		

Action(s) Required:

- 1 Locate the affected machines referenced above within your fleet.
- 2 **Machines with a year of manufacture 2019 up to the release date of this notice (see Table 1):**
 - Remove the machine from service.
 - Following the instructions starting on page 3, confirm that each turntable bearing bolt is torqued to specification.

The machines may only be returned to service after confirming the correct torque value for each bolt.

Machines with a year of manufacture between 2015 and 2018 (see Table 2):

- As soon as possible but no later than 30 days from receipt of this notice and following the instructions starting on page 3, confirm that each turntable bearing bolt is torqued to specification.
- 3 Return the machine to service.
 - 4 Fill out and sign the attached completion form and return to Terex AWP Warranty Department or file a warranty claim online to verify that this Safety Notice has been completed.

First Notice



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Checking the Turntable Rotation Bearing Bolts:

Tools Required:

- 15/16 inch socket
- Socket extension, 27 inches / 700 mm
- Torque wrench, 180 ft-lbs / 244 Nm

Note: Perform this procedure on a firm, level surface with the machine in the stowed position and the wheels chocked. Two people may be required to perform this procedure.

WARNING

Crushing hazard. Keep hands away from the cylinder and all moving parts when lowering the boom.

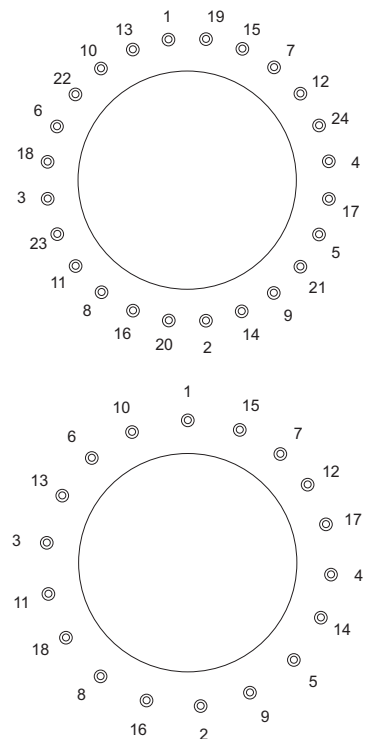
NOTICE

Component damage hazard. Do not apply excessive force to the safety chock or damage may occur.

- 1 Raise the (primary) boom and place a safety chock on the lift cylinder rod. Carefully lower the boom until it is 1 inch / 2,5 cm from the lift cylinder safety chock OR support the boom assembly with a suitable lifting device.
- 2 Turn the key switch to the off position.
- 3 Using a star pattern, confirm that each upper turntable rotation bearing bolt (24 X) is torqued in sequence to the specification.

Torque Specification = 180 ft-lbs / 244 Nm

- 4 Raise the boom and remove the safety chock OR lifting device.
- 5 Lower the boom to the stowed position.
- 6 Using a star pattern, confirm that each lower turntable rotation bearing bolt (18 X) is torqued in sequence to the specification.
- 7 **Torque Specification = 180 ft-lbs / 244 Nm**




As a reminder, the machine's Service and Maintenance Manual requires that this procedure be performed annually.

Note: Terex Services Personnel / Service Locations are available to assist you, if needed, to complete this mandatory action.

Nationwide Mobile Field Service
1-844-TEREX-4U (844-837-3948)

<https://www.terex.com/utilities/en/service/service-center-locations>

First Notice

	Safety Notice Mandatory Action Required	200004	Genie A TEREX BRAND

Warranty:

The labor and travel miles required to perform this Bulletin are covered under the provisions of our LIMITED PRODUCT WARRANTY statement. If you are the owner of an affected machine and are not an authorized Terex AWP dealer, please contact your nearest AWP dealer for assistance in completing this Bulletin. Only Terex AWP authorized dealers will be reimbursed for labor or any other costs associated with this Bulletin under the provisions of our standard warranty terms and conditions. Warranty claims are submitted online by dealers. To file a claim, logon to:

<https://www.gogenielift.com>

If you need more information about filing a warranty claim, please contact Terex AWP Warranty Department at:

Email (North America):	AWP.Warranty@terex.com
Email (Asia-Pacific):	warranty.awpchina@terex.com
Email (Brazil):	AWP.Warrantybrazil@terex.com
Email (all others):	AWP.Warranty@terex.com
United States:	+ 1-800-536-1800
Canada:	+ 1-425-881-1800
Asia-Pacific:	+ 86-21-347028555
Brazil:	+ 0-800-031-0100
South America (except Brazil):	+ 56-9-6431-2110
All other locations:	+ 1-425-881-1800

Genie and local industry standards (e.g. ANSI, CSA) require 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. Use the Owner Update Form attached to the bulletin to indicate the new location or status of any of your machines. You may also visit our website to register your machine.

[Machine Registration_ANSI http://www.genielift.com/en/service-support/product-registration/index.htm](http://www.genielift.com/en/service-support/product-registration/index.htm)

Genie, OSHA and local industry standards, also require that the manufacturer's Safety Notice 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 would like to know open bulletins for any of your machines, go to:

<https://www.genielift.com/en/support/safety>

For technical questions, contact your local Genie Product Support Team or email us at:

AWP.TechnicalSupport@terex.com

Enclosures:

- Customer Machine List
- New Owner Update Form
- Completion Form



Safety Notice 200004

New Owner Update Form

(for updating machine owner information only)

Genie and ANSI require 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 (ex. S6015H-35019, S60H-36481, S60TX16H-35633, S60TXH-37603, S60X16H-35719, S60XC16H-35141, S65XCH-45640).

New Owner Information:

	Machine 1	Machine 2	Machine 3
Model*	<input type="text"/>	<input type="text"/>	<input type="text"/>
Serial Number *	<input type="text"/>	<input type="text"/>	<input type="text"/>
Owner Name*	<input type="text"/>	<input type="text"/>	<input type="text"/>
Address 1*	<input type="text"/>	<input type="text"/>	<input type="text"/>
Address 2	<input type="text"/>	<input type="text"/>	<input type="text"/>
City/State/Zip*	<input type="text"/>	<input type="text"/>	<input type="text"/>
Phone Number*	<input type="text"/>	<input type="text"/>	<input type="text"/>
Contact Person	<input type="text"/>	<input type="text"/>	<input type="text"/>

* 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)
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Return completed form to:

United States: awp.warranty@terex.com
 Canada: awp.warranty@terex.com
 Mexico: awp.warranty@terex.com
 Caribbean: awp.warranty@terex.com

South America: awp.warrantybrazil@terex.com
 Central America: awp.warrantybrazil@terex.com
 Asia-Pacific: awp.warranty@terex.com
 All other locations: awp.warranty@terex.com



Safety Notice 200004

Completion Form

Your signature on this form will verify that you have completed Safety Notice on the machines listed below.

Please note that this is not a Warranty Claim Form. A Warranty Claim Form must be submitted to the Terex AWP Warranty Department for reimbursement under the provisions of our standard warranty terms and conditions.

Customer information:

Date:
Company Name:
Account # (if applicable):
Address:
(street):
(city):
(state, zip code):
Phone:

- Please list the complete machine serial number (ex. S6015H-35019, S60H-36481, S60TX16H-35633, S60TXH-37603, S60X16H-35719, S60XC16H-35141, S65XCH-4564).

Table with 4 columns: Model, Serial Number, Model, Serial Number

Return completed form to:

- United States: AWP.Warranty@terex.com
Canada: AWP.Warranty@terex.com
Australia: Fax: + 61 733751002
Latin America: awp.warrantybrazil@terex.com
Central America: AWP.Warranty@terex.com
Caribbean: AWP.Warranty@terex.com
Mexico: AWP.Warranty@terex.com
Asia-Pacific: AWP.Warranty@terex.com
Middle East: +97 143 990 382
United Kingdom: awp.emeartechnicalsupport@terex.com
France: Julie.Lesbats@terex.com
Germany: Claudia.Nobel@terex.com
Italy: awp.emeartechnicalsupport@terex.com
Netherlands: awp.emeartechnicalsupport@terex.com
Iberica: Jordi.Andreu@terex.com
Northern Europe: Goran.Eriksson@terex.com
Central and Eastern Europe: Jordi.Vila@Terex.com
All other locations in EMEAR: awp.emeartechnicalsupport@terex.com

Print (service manager) Signature Date