

Terex Utilities**PRODUCT ADVISORY****PA688****DATE:** 3/1/2021**REVISED:****TO:** Owners, Users, Dealers, and Installers**MODELS AFFECTED:** Terex Aerial Devices & Digger Derricks on Freightliner Chassis**SUBJECT:** Freightliner Chassis with Tri-Axle Rear Air Suspension**Issue:**

Terex aerial devices and digger derricks, produced from January 2015 to June 2020, installed on Freightliner chassis with Hendrickson Primaxx tri-axle rear air suspension may have the ride height control linkage contact the bottom of the subframe. Repeated contact of the ride height control linkage with the subframe may cause the linkage to fail. Failure of the linkage may affect the rideability of the chassis as the chassis will not be able to self-level.

Action:

Inspect the ride control linkage, including the attachment points as shown in Figures 1, 2 & 3, for signs of damage such as bending and/or cracking or indications of contact with the bottom of the subframe. Complete this inspection at the next scheduled inspection interval or at the next scheduled servicing of the chassis. If the linkage has failed, limit road travel to reduce the amount of shock loading into the aerial device or digger derrick until repaired.

**Figure 1. Area of vehicle to inspect**



Figure 2. Top end of ride height control linkage

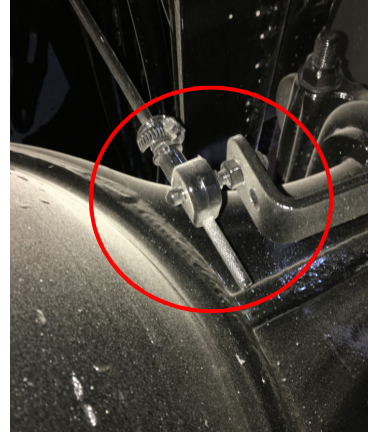


Figure 3. Bottom end of ride height control linkage

If the ride control linkage contacts the bottom of the subframe or shows any damage, contact your nearest Freightliner dealership to determine the required repairs and reference Freightliner Customer Advisory Letter CAL FTL 32-006. If you are unable to locate your dealership, go to the Freightliner website, freightliner.com, and click the DEALERS button in the upper right-hand corner to search for the local dealership.

Freightliner will cover the repairs per the warranty section of the attached Freightliner letter (CAL FTL 32-006) at no cost to the customer through June 30th, 2021.

Important: Some of the involved units may be in rental fleets. Terex requests you 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 (CSA and ANSI) require 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 also asks the seller to provide the new owner information so if you require additional copies of the Owner Update Form or have any questions, please contact TEREX Utilities Warranty Department at 1-844-837-3948 or utilities.warranty@terex.com.

Attachment: Freightliner Customer Advisory Letter CAL FTL 32-006 Rev

12/2/2020
CAL FTL 32-006

**Subject: Hendrickson Primaax EX 69,000 lb
Tri-Axle Rear Air Suspension Height-Control
Valve Relocation**

**Models Affected: Specific Freightliner M2 vehicles manufactured
between January 1, 2015 and June 4, 2020 equipped with a
Hendrickson Primaaz 69000 lb tri-axle rear air suspension**

NOTE: REVISED 12/2/2020: Step 8 drilling instructions expanded.

Our records indicate that you are the owner of certain vehicles, and therefore DTNA has decided to share the following documentation with you.

The attached document provides work instructions for relocating the height-control valve downward 1.62 inches (41.3 mm) to prevent the linkage from protruding above the top flange of the frame when the suspension air is dumped.

We hope you find this information helpful.

12/2/2020
CAL FTL 32-006

Work Instructions

Subject: Hendrickson Primaax EX 69,000 lb Tri-Axle Rear Air Suspension Height-Control Valve Relocation

Models Affected: Specific Freightliner M2 vehicles manufactured between January 1, 2015 and June 4, 2020 equipped with a Hendrickson Primaax EX 69000 lb tri-axle rear air suspension

NOTE: REVISED 12/2/2020: Step 8 drilling instructions expanded.

Work Instructions

1. Park the vehicle on a level surface, set the parking brakes, and *chock the tires*.
2. Put the transmission in neutral and build the air pressure to at least 100 psi. Shut down the engine.
3. Release the parking brakes.
4. Locate the height-control valves installed just rear of the mid-axle inside the left-hand and right-hand frame. See [Fig. 1](#).

12/2/2020
CAL FTL 32-006

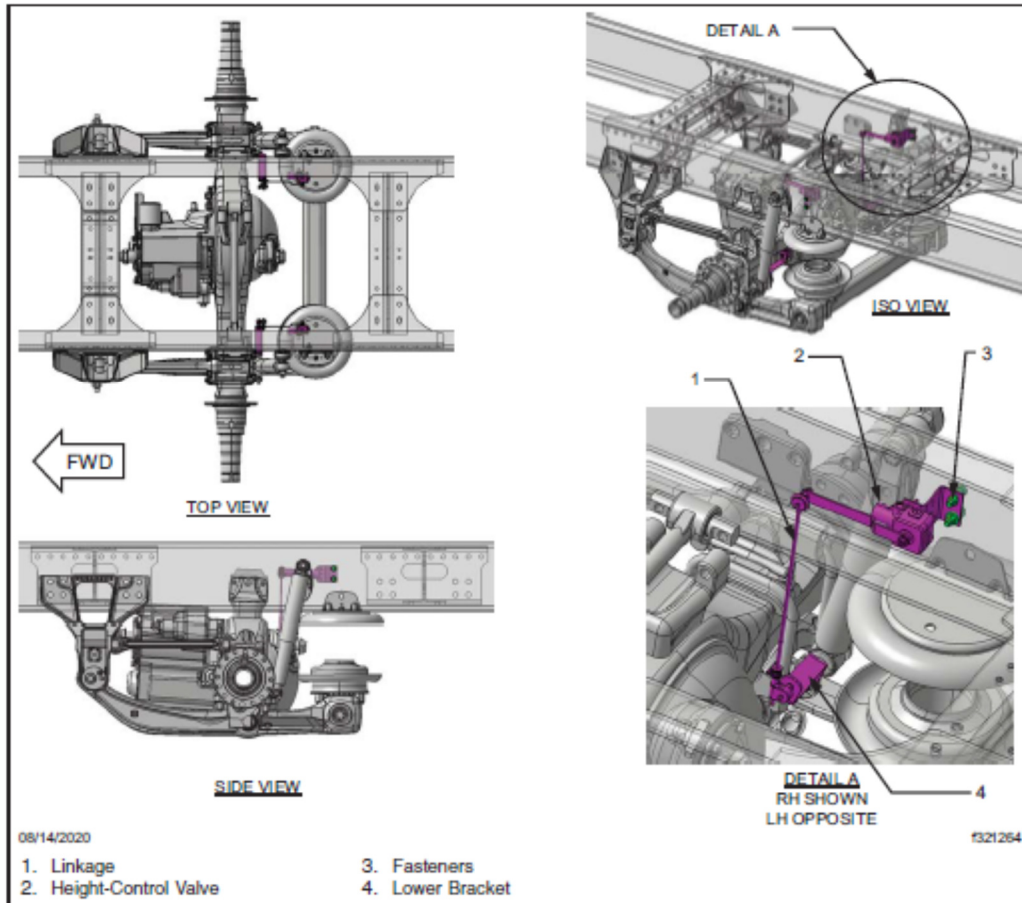


Fig. 1, Location of Height-Control Valves

5. Disconnect the linkage from the lower bracket on both sides of the vehicle.
6. Pin both height-control valve levers in the neutral position with a 5/32-inch drill bit.
7. Remove the height-control valve mounting fasteners from the frame and move the valves and linkages away from the frame.
8. Mark both the left-hand and right-hand frame rail 1.62 inches (41.3 mm) below the lower existing height-control valve drilling on each rail. See [Fig. 2](#).

12/2/2020
CAL FTL 32-006

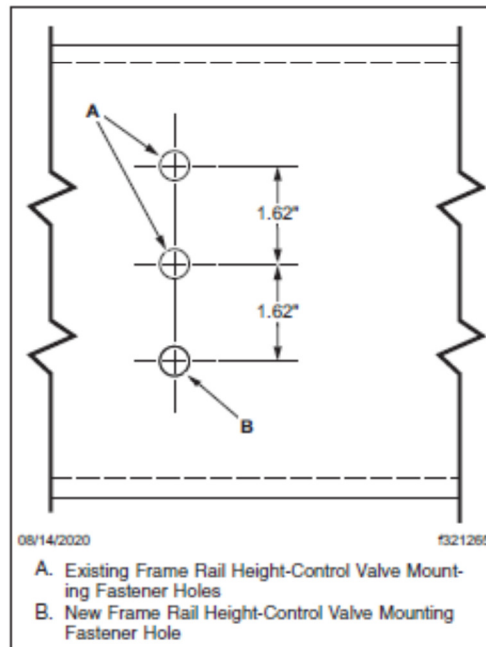


Fig. 2, Measuring For the New Frame Rail Holes

IMPORTANT: Drilling must be done at low-speed with a high-speed steel drill bit.

NOTE: Protect the air lines and wiring inside the frame when drilling the additional holes.

9. Drill a 1/4" diameter pilot hole at both the left-hand and right-hand frame rail marks.
10. Finish the mounting holes with a 7/16" diameter drill bit at low speed.
11. Install the height-control valves on the lower two holes using the existing 3/8" fasteners.
12. Install the linkage to the lower bracket by adjusting the rod in the lower rubber adjustment sleeve.
13. Remove the drill bit pins from the height-control valve levers.
14. Check the suspension ride height by measuring between the shock mounting bolts. Measure from the centerline of the upper shock bolt to centerline of the lower shock bolt. The distance should equal 20.07 inches (50.98 cm). If necessary, set the suspension height by adjusting the rod in the lower rubber adjustment sleeve to achieve 20.07 inches (50.98 cm). See [Fig. 3](#).

12/2/2020
CAL FTL 32-006

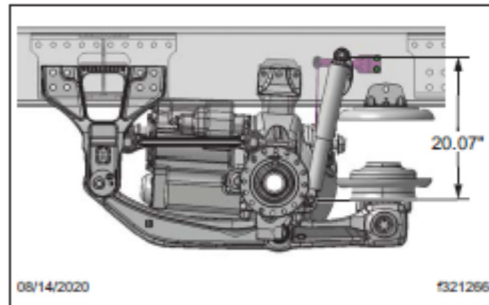


Fig. 3, Measuring the Suspension Ride Height

Warranty

This procedure is warrantable only if the described condition exists and the repair is performed within the applicable base or extended coverage warranty period. If a failure is not found, this procedure is considered preventive and warranty does not apply.

Normal warranty applies. See [Table 1](#) for OWL VMRS codes and labor allowance information. Enter this CAL bulletin number in the claim story as you would do for a Service Bulletin warranty claim.

OWL VMRS Codes and Labor Allowance					
Primary Failed Part	Component Code	Cause Code	SRT Code	Description	Time: Hours
HDR 58525 024	016-008-048	01	91C-5010A	BRACKET - LEVELING VALVE	1.4

Table 1, OWL VMRS Codes and Labor Allowance