

First Notice



Safety Notice

Mandatory Action Required

170017

North America
Asia-Pacific

Genie[®]

A TEREX BRAND

Date: August 24, 2017

Model Number:
S-60
S-65
S-80X
Z-80/60

Serial Numbers Affected: See page 3

Subject: Oscillate Cylinder Counterbalance Valves

Allowable Hours:
0.50 hours (Inspection only)
1.50 hours (Inspection and replacement)

Issue:

Genie has been informed by a supplier that the counterbalance valves in the oscillate cylinders installed on the machines referenced on page 3 may have been improperly calibrated. **Improper calibration of the counterbalance valve can lead to machine instability resulting in a machine tip over.**

Action(s) Required:

- 1 Locate the affected machines referenced above within your fleet and remove from service.
- 2 Locate the oscillate cylinders and inspect for the cylinder serial number (2 per machine).

Note: Perform this procedure on a firm, level surface with the machine in the stowed position.



Oscillate Cylinder Locations

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3 Inspect for the oscillate cylinder serial numbers.



S-60 and S-65
Genie PN 110578GT



S-80X, S-85 and Z-80
Genie PN 81330GT

1 Genie Part Number
2 Cylinder Serial Number

- Ⓐ If the serial numbers, **of the 2 cylinders**, are outside of the affected serial numbers listed below, the machine is not affected.
 - Return the machine to service.
 - Fill out the enclosed Completion Form for Inspection. Continue to step 4.
- ☒ If the serial number, **of any of the 2 cylinders**, is within the affected serial numbers listed below, the machine must **remain out of service**.
 - Order Kit PN 1283224GT to replace the counterbalance valves for each affected oscillate cylinder. Each kit contains two counterbalance valves.

Note: The machine may only be returned to service after replacing the counterbalance valves on the affected oscillate cylinders.

Affected Oscillate Cylinder Serial Numbers

Model	Cylinder Part Number	Cylinder Serial Number
S-60 and S-65	110578GT	DJ7D001 to DJ7D072
S-80X, S-85 and Z-80	81330GT	DJ7D160 to DJ7D352 DJ7E001 to DJ7E048

Replacement of the counterbalance valve must be done as soon as possible but no later than 30 days from receipt of the kit.

4 Return the Completion Form for Inspection included in this Safety Notice or the Completion Form attached to the installation instructions included in the kit to Terex AWP Department. This will serve as verification that you have completed Safety Notice 170017.

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Serial Numbers Affected:

S-60 and S-65

S60D-792 to 806
S60D-809 to 812
S60D-814 to 818
S60D-821 to 829
S60D-832 to 836
S60D-852 to 854
S60D-857 to 860

S-80X

S80XH-14444	S80XH-14452	S80XH-14489	S80XH-14497	S80XH-14534
S80XH-14446	S80XH-14456	S80XH-14491	S80XH-14499	S80XH-14535
S80XH-14447	S80XH-14457	S80XH-14492	S80XH-14522	S80XH-14540
S80XH-14450	S80XH-14471	S80XH-14494	S80XH-14523	S80XH-14542
S80XH-14451	S80XH-14488	S80XH-14495	S80XH-14525	S80XH-14546

S-85

S85D-454	S85D-458	S85D-466	S85D-475	S85D-482	S85D-489
S85D-455	S85D-459	S85D-467	S85D-479	S85D-483	S85D-490
S85D-456	S85D-460	S85D-471	S85D-480	S85D-484	
S85D-457	S85D-461	S85D-474	S85D-481	S85D-488	

S85H-14445	S85H-14467	S85H-14481	S85H-14502	S85H-14516	S85H-14533
S85H-14448	S85H-14469	S85H-14482	S85H-14505	S85H-14517	S85H-14536
S85H-14449	S85H-14472	S85H-14483	S85H-14506	S85H-14518	S85H-14538
S85H-14453	S85H-14473	S85H-14484	S85H-14507	S85H-14519	S85H-14541
S85H-14454	S85H-14474	S85H-14485	S85H-14508	S85H-14520	S85H-14543
S85H-14455	S85H-14475	S85H-14487	S85H-14510	S85H-14521	S85H-14544
S85H-14458	S85H-14476	S85H-14490	S85H-14511	S85H-14524	S85H-14545
S85H-14459	S85H-14477	S85H-14493	S85H-14512	S85H-14527	S85H-14550
S85H-14460	S85H-14479	S85H-14498	S85H-14513	S85H-14528	
S85H-14466	S85H-14480	S85H-14501	S85H-14514	S85H-14531	

Z-80/60

Z80H-6666	Z80H-6672	Z80H-6678	Z80H-6685	Z80H-6696	Z80H-6706
Z80H-6667	Z80H-6673	Z80H-6679	Z80H-6686	Z80H-6697	Z80H-6707
Z80H-6668	Z80H-6674	Z80H-6680	Z80H-6687	Z80H-6699	Z80H-6711
Z80H-6669	Z80H-6675	Z80H-6681	Z80H-6691	Z80H-6700	Z80H-6712
Z80H-6670	Z80H-6676	Z80H-6682	Z80H-6693	Z80H-6702	
Z80H-6671	Z80H-6677	Z80H-6683	Z80H-6695	Z80H-6703	

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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:

Genie Website:
<https://www.gogenielift.com/default.aspx>
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 Safety Notice are covered under the provisions of our LIMITED PRODUCT WARRANTY statement. Warranty claims can be submitted online, by paper claims, fax or email. 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 (all others):	AWP.Warranty@terex.com
United States:	+ 1-800-536-1800
Canada:	+ 1-425-881-1800
Asia-Pacific:	+ 86-21-347028555
All other locations:	+ 1-425-881-1800

Genie and local industry standards (e.g. ANSI, CSA) 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. 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 have any questions, please contact Genie Product Support at:

United States:	+ 1-800-536-1800
Canada:	+ 1-425-881-1800
Asia-Pacific:	+ 86-21-347028555
All other locations:	+ 1-425-881-1800

Enclosures:

- Customer 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 (ex. S60D-810, Z80H-6680)

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: 1 877-738-7530 Latin America: + 55 11 3246-9760
Canada: 1 425-498-7530 Central America: + 1 425 498 7530
Mexico: 1 425-498-7530 Asia-Pacific: + 1 425 498 7530
Caribbean: + 1 425 498 7530 All other locations: + 1 425 498 7530



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Completion Form for Inspection

Your signature on this form will verify that the machines below have been inspected and verified to **not require** the modification per Safety Notice 170017.

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.

Fax to:

United States:	1 877-738-7530	United Kingdom:	+ 44 1476 584 334
Canada:	1 425-498-7530	France:	+ 33 237 260 998
Australia:	+ 61 733751002	Germany:	+ 49 4221 491 820
Latin America:	+55 11 3246-9760	Italy:	+ 39 075 941 8146
Central America:	+ 1 425 498 7530	Iberica:	+ 34 935 725 080
Caribbean:	+ 1 425 498 7530	Scandinavia:	+ 46 3157 5104
Mexico:	+ 1 425 498 7530	Middle East:	+ 97 143 990 382
Asia-Pacific:	+ 1 425 498 7530	All other locations:	+ 31 165 510 826
All other locations:	+ 1 425 498 7530		

Email to: AWP.Warranty@terex.com

Date: _____

Company Name: _____

Account # (if applicable): _____

Address: _____

(street): _____

(city): _____

(state, zip code): _____

Phone: _____

Please list the complete machine serial number (ex. S60D-810, Z80H-6680)

Model Number	Serial Number	Model Number	Serial Number
_____	= _____	_____	= _____
_____	= _____	_____	= _____
_____	= _____	_____	= _____
_____	= _____	_____	= _____
_____	= _____	_____	= _____
_____	= _____	_____	= _____
_____	= _____	_____	= _____

Print (service manager) _____

Signature _____

Date _____