

First Notice

	Safety Notice <i>Mandatory Action Required</i>	170019	

Date: October 19, 2017

Models Affected: S-100/S-105
S-120/S-125
S-100HD

Serial Numbers Affected: See attachment

Subject: Machine Unladen Weight

Allowable Hours: 30 minutes

*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 received reports of machine serial number labels printed with incorrect "Machine Unladen Weight" value. The "Machine Unladen Weight" value printed on the serial number label is significantly different from the actual machine weight. This can result in incorrect conclusions regarding the floor loading effects of the machine. **Incorrect floor loading information may result in the user operating the machine on a surface that is not capable of supporting the machine weight.**

This Safety Notice requires replacement of the serial label on all affected machines.

Action(s) Required:

This Safety Notice requires replacing the Serial Number Label attached to the machine.

- 1 Locate the affected machines referenced above within your fleet.
- 2 Following the "Work Instructions" on page 2, replace the Serial Number Label attached to your machine with the Serial Number Label kit included in this Safety Notice.

Note: If you did not receive a replacement Serial Number Label with this Safety Notice, order the Serial Number Label Kit, part number 1282998GT, for your machine.

Completion of this Safety Notice must take place as soon as possible, but no later than 30 days from receipt of the kit.

- 3 Fill out and sign the completion form attached to the installation instructions and fax or email to Terex AWP Warranty Department. This will serve as verification that you have completed this Safety Notice.

Continued Use Instructions:

Machines may remain in service while waiting for the replacement serial label provided the surface the machine is being used on is capable of supporting the maximum machine weight listed below:

Model	Maximum machine weight
S-100	39910 lbs 18103 kg
S-105	40140 lbs 18207 kg
S-120	44872 lbs 20354 kg
S-125	45050 lbs 20434 kg
S-100HD	39760 lbs 18035 kg

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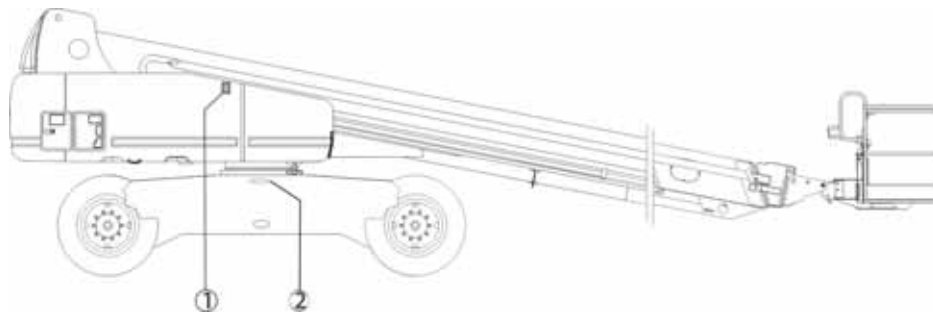
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Work Instructions:

Tools Required:

- Mild cleaning solvent
- Squeegee
- Clean rag or shop towel

Note: Perform this procedure on a firm, level surface.



- 1 Serial Number Label (under the covers)
- 2 Serial number (stamped on chassis)

- 1 Verify that the Serial Number printed on the "Serial Number Label" is the same number stamped on the machine. Refer to illustration 1 for the location of the "Serial Number Label" and stamping on the machine.
- ☒ If the serial number printed on the "Serial Number Label" in the kit is not the same serial number stamped on the chassis of the machine, stop here. Contact Genie Product Support for assistance.
- ☒ If the serial number printed on the "Serial Number Label" in the kit is the same serial number stamped on the chassis of the machine, continue on with the installation.
- 2 Verify the weight specified for your machine on the attachment.
- ☒ If the "Machine Unladen Weight" printed on the "Serial Number Label" included in the kit is not equal to what is specified for your machine, contact Genie Product Support for assistance.
- ☒ If the "Machine Unladen Weight" printed on the "Serial Number Label" included in the kit is verified to be equal (+/- 1 lb / kg) to what is specified for your machine, continue on with the installation.
- 3 Locate, remove and destroy the "Serial Number Label" attached to the machine.
- 4 Using the cleaning solvent or degreaser, thoroughly clean the surface where the "Serial Number Label" from step 3 was removed. Touch up paint as needed. Allow the surface to dry.
- 5 Apply the provided "Serial Number Label" on the area in step 4 carefully, making sure that air bubbles are eliminated. Use the squeegee to remove trapped air.
- 6 Apply the protective overlay film carefully making sure that air bubbles are eliminated. Use the squeegee to remove trapped air.
- 7 Fill out and sign the attached completion form and fax or email to Terex AWP Warranty Department. This will serve as verification that you have completed Safety Notice 170019.

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

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
All other locations: 001-425-881-1800

Enclosures:

- New Owner Update Form
- Completion Form
- Models and Serial Numbers Affected



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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. S12014D-669, S12515D-1199, S105D-1613)

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

Your signature on this form will verify that the machines below have been inspected and verified to not require the modification per Safety Notice 170019.

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
Carribean:	+ 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. S12014D-669, S12515D-1199, S105D-1613)

Check the one that applies to your machine.

Model Number	Serial Number	Model Number	Serial Number
☐	☐	☐	☐
☐	☐	☐	☐
☐	☐	☐	☐
☐	☐	☐	☐
☐	☐	☐	☐
☐	☐	☐	☐
☐	☐	☐	☐
☐	☐	☐	☐
☐	☐	☐	☐

Print (service manager)

Signature

Date