

First Notice



Product Notice *Mandatory Action Required*

170016

North America
Asia-Pacific

Genie[®]
A TEREX BRAND

Date: August 21, 2017

Models Affected: SX-135 XC

Serial Numbers Affected: SX135H-101 to 159
SX135H-161 to 168
SX135H-170, SX135H-173 and SX135H-174

Subject: Load Cell Replacement and Software Update

Allowable Hours: 6 hours

Issue:

Genie has become aware of the following issues on the machines referenced above.

- The software installed on the machines referenced above does not fully comply with the prevailing standards EN280 and AS1418. **The control system software must be updated on the affected machines.**
- In extreme temperature conditions, the load sensing system installed on the machines referenced above may deviate from the load cell engineering specification. **This can result in nuisance faults of the load sensing system.**

Action(s) Required:

- 1 Locate the affected machines referenced above within your fleet.
- 2 Order Load Cell Kit PN 1280949GT and install on your machine.

Note: Updating the control system is included in the instructions to replace the load cell.

Completion of this Product Notice must take place as soon as possible, but no later than 90 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 Product Notice.

Continued Use Instructions:

The machine may remain in service.

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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: 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:

[Link to Dealer Search http://www.genielift.com/dealersearch/](http://www.genielift.com/dealersearch/)

Warranty:

The labor and travel miles required to perform this Product 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 (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) 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 Product 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 Product 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
Brazil:	+ 0-800-031-0100
South America (except Brazil):	+ 56-9-6431-2110
All other locations:	+ 1-425-881-1800

Enclosures:

- Customer Machine List
- New Owner Update Form



Product Notice 170016

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. SX135H-120, SX135H-165)

New Owner Information:

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

* 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)
<hr/>	-	-	-	<hr/>
<hr/>	-	-	-	<hr/>
<hr/>	-	-	-	<hr/>
<hr/>	-	-	-	<hr/>

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