



<b>Terex Utilities</b>	
<b>PRODUCT ADVISORY</b>	<b>PA727</b>

**DATE:** 3/24/25

**REVISED:**

**TO:** Owners, Users, Dealers, and Installers

**MODELS AFFECTED:** All

**SUBJECT:** Ram Remote Start/Stop operation

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### Issue:

Some Terex installed on 2023 and 2024 model year 5500 Ram Trucks may have inconsistent remote start/stop operation. Ram has program updates to improve the operation, TSB #08 – (043-46) – 25 rev A. This can affect Terex installed units from March 2024 to November 2024.

### What the Owner must Do:

Ram has available computer program updates for affected trucks to operate reliably. Contact your local Dodge/Ram dealer to request an upgrade if your truck is having issues. Reference Ram Bulletin: TSB #08 – (043-46) – 25 rev A.

### Action:

The owner must inspect their equipment and correct if required.

1. Immediately inform all users, operators, and supervisors of the content of this bulletin.
2. Perform the daily pre-shift inspection which includes: "Check all controls and interlock for proper operation", this includes the operation of the remote start stop functions, if equipped.
3. If the Start/Stop function is not operating reliably contact your local Dodge/Ram dealer for the program update.

### What Terex will Do:

Terex has provided Ram with list of Terex installed units. If taken to a Ram dealer and re-programming does not solve the inconsistent start/stop operation contact the installer of your unit, or your local Terex Utilities dealer.

If more information is needed contact your local Terex dealer or branch or contact Technical Support at [utilities.service@terex.com](mailto:utilities.service@terex.com) or by calling 1-844-837-3948 and asking for technical support.

**Important:** Units in rental fleets; Lessors, upon delivery of the unit to the Lessee, must instruct the user about this bulletin.

Terex and local industry standards (CSA and ANSI) require the purchaser of a Terex unit report to Terex the model and serial number of each machine. Use the Owner Update Form in the manual. Please contact TEREX Utilities Warranty Department at 1-844-837-3948 or [utilities.warranty@terex.com](mailto:utilities.warranty@terex.com) or online at: <https://www.terex.com/utilities/en/support/product-registration>