



## Product Advisory

## PA 672

DATE: 2/12/19

REVISED:

TO: Owners, Users, Dealers, and Installers

Models Affected: C4000 and C5000

SUBJECT: Winch line slack

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### Issue:

This bulletin applies to C4000 and C5000 models equipped with both a worm gear style turntable winch and planetary drive rotation. This combination may experience the winch rope snagging on valves below the winch drum if excessive slack is allowed to form in the line. Raising the boom or retracting the booms can allow slack to form if there is no load or insufficient weight on the end of the winch line. Digger derricks with planetary drive rotation built from Oct. 22<sup>nd</sup>, 2015 to Dec. 31<sup>st</sup>, 2018 have a valve block directly below the winch drum. **If Excessive slack in the winch line catches on the valves either the winch line or the valve cartridges may be damaged.**

### Recommended action of Owner:

Terex recommends that if you do not use a headache ball or swivel hook weight on the end of the winch line to maintain tension, slack can develop, a shield can be added to prevent the line catching on the valves below the winch drum. See pictures below for example

Always follow inspection and maintenance requirements shown in the manuals.

### What Terex will do:

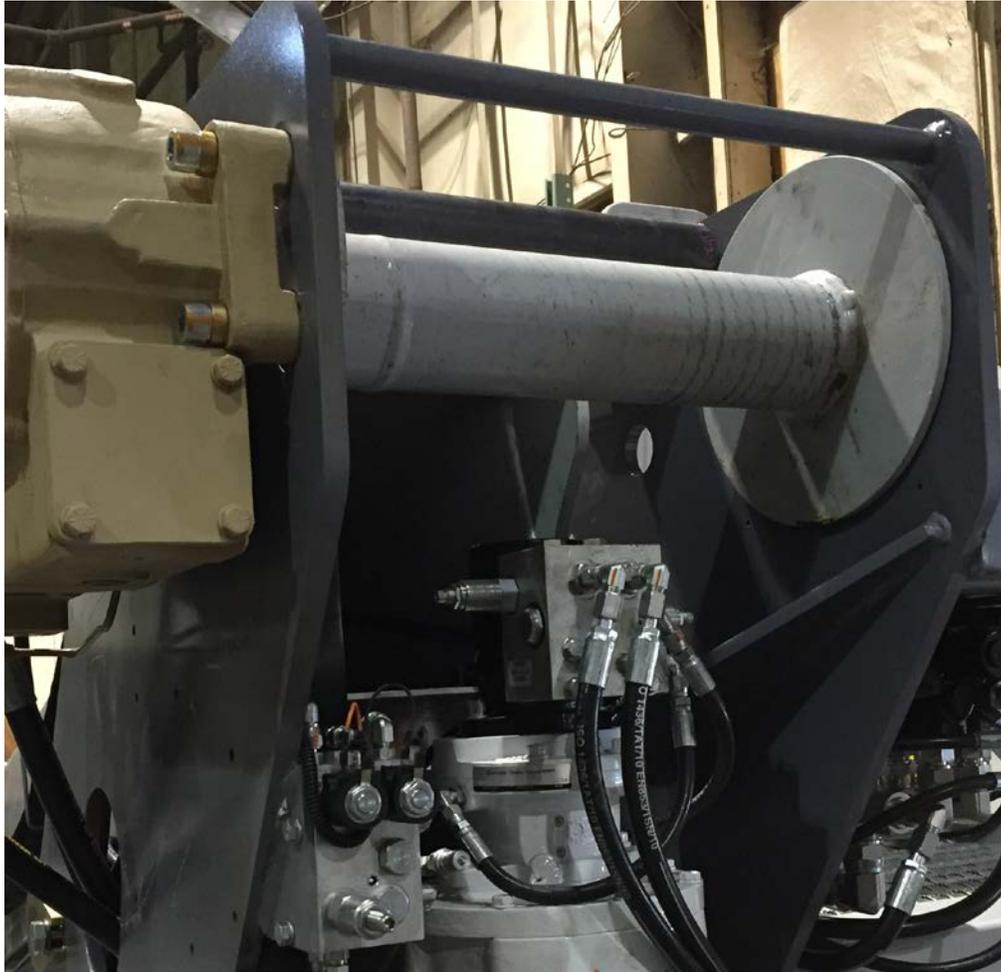
Terex will provide a shield field service kit P/N Z1500 to install below the winch drum. Terex will provide the parts and instructions at no charge for a period of one year from the release date of this bulletin. Installation labor is not compensated.

Installation of the shield will require drilling and tapping 4 holes to bolt the shield below the winch drum. The shield must be removable to service the rotation gearbox and motor.

**Dealers and Installers:** If an owner contacts you about this bulletin; contact Terex Utilities, at 1-844-837-3948, for further instructions.

**Important:** Some of the affected units may be in rental fleets. Terex requires you to determine if adding a shield is necessary based on the tackle on the end of the winch line. If adding a shield is required, complete the bulletin on these units before renting, or inform the renters of affected units within 10 days of receipt of this bulletin.

Terex and local industry standards (e.g. ANSI, CSA) requires that the purchaser of a Terex unit report to Terex the model and serial number of each machine and their contact information within 60 days of the sale. Terex also requests the seller provide the name, address, and telephone number of the new owner. Use the Owner Update Form in the manual to update the owner status of any of your machines.



**Planetary rotation drive and turntable worm drive winch**