



Terex Utilities

PRODUCT ADVISORY

PA725

DATE: 3/20/2024

REVISED:

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

MODELS AFFECTED: All

SUBJECT: Serial Number System Change

Issue:

The serial number system for Terex Utilities products has changed. The 10-digit serial number system has been used since 1997. Because of limitations with 10 digits for unique identifiers, the system is being changed to a 12-digit system. There will be mixed serial numbers until the backlog for units written under the 10-digit system are built.

The 12-digit number has the first two numbers as the year of manufacture. The remaining 10 are used to uniquely identify the unit. The full serial number is required when contacting Terex for support. In the following example, YY are the year of manufacture of the aerial or digger derrick, this may not be the same as the year it was installed. The remaining digits, x, are the unique identifiers: YYxxxxxxxx. If entering online, leave off the year and enter the 10-digit unique identifiers only.

For more information on the different serial number formats reference Tech Tip 25 – Determine when a unit was manufactured.

Action:

Owners, users, and service personnel must recognize the change in serial number systems when contacting Terex to get information on the correct unit. The full serial number is required when contacting Terex for support.

What Terex will Do:

If the proper identifying number is not provided, service help will be delayed.

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 or online at: <https://www.terex.com/utilities/en/support/product-registration>