

# First Notice



## *Product Notice* *Mandatory Action Required*

170008

North America  
APAC  
MEXCAC  
South America

**Genie**<sup>®</sup>  
A TEREX BRAND

**Date:** May 5, 2017

**Models and Serial Numbers Affected:** GS-3384: GS8415-42323 to 42382  
GS8416F-42383 to 45118  
GS84F-45500 to 45528  
GS-3390, GS-4390 and GS-5390: GS9015-50213 to 51063  
GS9016F-51064 to 52951  
GS90F-53300 to 53508

**Subject:** System Relief Valve Pressure

**Allowable Hours:** 30 minutes

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### Issue:

Genie has become aware that the System Relief Valve Pressure in the above referenced machines were not properly calibrated. **Improper calibration of the System Relief Valve Pressure may cause component damage.**

### Action(s) Required:

- 1 Locate all machines within the models and serial range referenced above.
- 2 Follow "Work Instructions" starting on page 2 to determine and/or calibrate the "System Relief Valve Pressure" setting on your affected machine.

**Completion of this Product Notice must take place as soon as possible, but no later than 30 days from receipt of this notice.**

- 3 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 Product Notice 170008.

### Continued Use Instructions:

**All machine operators and users must be notified of these continued use requirements.**

**The affected machine may remain in service provided the following conditions are observed.**

- Do not overload the machine beyond the capacity.
- Do not power down onto a safety chock.
- Do not power up into fixed objects.

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## Work Instructions:

### Tools Required:

Pressure Gauge, (0 to 5000 psi / 0 to 350 bar)

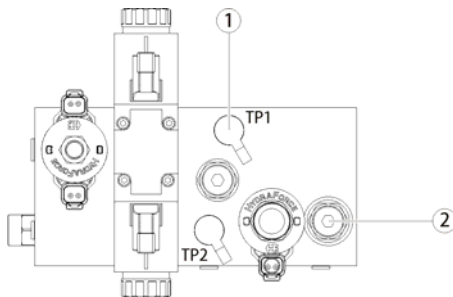
1 inch wrench

3/16 inch allen wrench

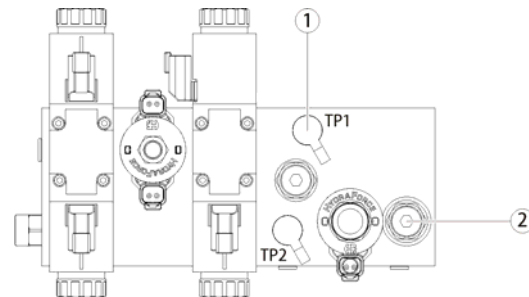
1/4 inch allen wrench

Note: Perform this procedure on a firm, level surface with the machine in the stowed position.

- 1 Start the engine and operate the machine until the hydraulic tank oil is at operating temperature (80°-100°F / 27°-38°C).
- 2 Turn the engine off.
- 3 Locate the function manifold.
- 4 Connect the pressure gauge to the test port (TP1) on the function manifold.



Function Manifold  
(models without outriggers)



Function Manifold  
(models with outriggers)

### Illustration 1

- 1 Test Port
- 2 Relief Valve

- 5 Turn the key switch to ground control and pull out the red Emergency Stop button to the on position at both the ground and platform controls.
- 6 Start the engine.
- 7 Press and hold the lift function enable button.

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8 Activate and hold the platform down function while observing the pressure reading on the pressure gauge.

Note: Refer to table 1 for the hydraulic pressure specified for your machine.

- ⊙ If the hydraulic pressure is within the specified range, continue on to step 15.
- ⊗ If the the hydraulic pressure is above the specified range, the system relief valve setting must be adjusted. Continue on to step 9.

Table 1. System Relief Valve Specification

Model	Hydraulic Pressure
GS-3384 / GS-3390	2700-2900 psi 186-200 bar
GS-4390 / GS-5390	2900-3100 psi 200-214 bar

### Adjusting the System Relief Valve Setting

- 9 Locate the system relief valve on the function manifold. Refer to illustration 1.
- 10 Turn the machine off. Hold the system relief valve with a wrench and remove the cap.
- 11 Adjust the internal hex socket. Turn it counterclockwise to decrease the pressure / clockwise to increase the pressure.
- 12 Re-install the cap from step 10. Repeat the procedure starting from step 5 until the desired System Relief Valve Pressure is reached.
- 13 Disconnect the pressure gauge from the function manifold.
- 14 Verify the platform lift and lower speeds.

Table 2. Platform Speeds

Model	Lift	Lower
GS-3384/GS-3390	40-50 sec	24-34 sec
GS-4390	40-50 sec	34-44 sec
GS-5390	50-60 sec	44-54 sec

- ⊙ If the Lift and Lower speeds are within the range, continue on to step 15.
  - ⊗ If the Lift and Lower speeds are not in the range, adjust the speeds. Follow Instructions on how to adjust the lift and lower speeds starting on page 4.
- 15 Return the machine to service.
  - 16 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 Product Notice 170008.

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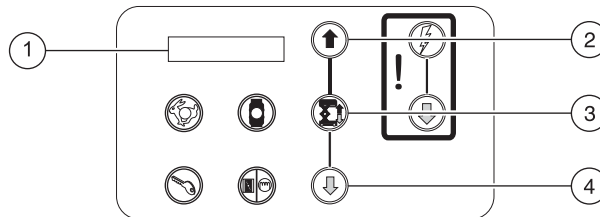
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### How to Adjust the Lift Speed



Tip-over hazard. Do not adjust the lift and/or drive speed higher than specified in this procedure. Setting drive speed greater than specifications could cause the machine to tip over resulting in death or serious injury.

- 1 Pull out the red Emergency Stop button to the on position at the platform controls.
- 2 Push in the red Emergency Stop button to the off position at the ground controls.
- 3 Turn the key switch to ground control.
- 4 Press and hold both the blue platform up and yellow platform down buttons. Pull out the red Emergency Stop button to the on position at the ground controls.
- ⊕ Result: TUNE SPEEDS is showing in the diagnostic display window. The ECM is now in programming mode.
- 5 Press the lift function enable button.
- 6 Use the yellow platform down arrow to scroll to lift speed.
- ⊕ Result: MAX LIFT SPEED is showing in the diagnostic display window.
- 7 Press the lift function enable button.



- 1 diagnostic display
- 2 blue platform up button
- 3 lift function enable button
- 4 yellow platform down button

- 8 Press the yellow platform down button to decrease the maximum lift speed or press the blue platform up button to increase the maximum lift speed. Refer to Table 2 on page 3 for specifications.

Note: The performance achieved should always be within specifications.

- 9 Press the lift function enable button.
- 10 Push in the red Emergency Stop button to the off position at the ground controls.
- 11 Check the lift speed of the machine. Refer to Table 2 on page 3 for specifications.

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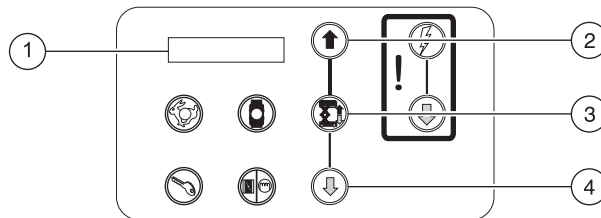
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### How to Adjust the Platform Lower Speed

- 1 Pull out the red Emergency Stop button to the on position at the platform controls.
- 2 Push in the red Emergency Stop button to the off position at the ground controls.
- 3 Turn the key switch to ground control.
- 4 Press and hold both the blue platform up and yellow platform down buttons. Pull out the red Emergency Stop button to the on position at the ground controls.
- ⊕ Result: TUNE SPEEDS is showing in the diagnostic display window. The ECM is now in programming mode.
- 5 Press the lift function enable button.
- 6 Use the yellow platform down arrow to scroll to descent speed.
- ⊕ Result: MAX DESCENT SPEED is showing in the diagnostic display window.



- 1 diagnostic display
- 2 blue platform up button
- 3 lift function enable button
- 4 yellow platform down button

- 7 Press the lift function enable button.
- 8 Press the yellow platform down button to decrease the platform descent speed or press the blue platform up button to increase the platform descent speed. Refer to Table 2 on page 3 for specifications.
- 9 Press the lift function enable button.
- 10 Push in the red Emergency Stop button to the off position at the ground controls.
- 11 Check the lower speed of the machine. Refer to Table 2 on page 3 for specifications.

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## 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:

- Machine List
- New Owner Update Form
- Completion Form



# Product Notice 170008

## 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. GS8416F-45038, GS9016F-52951)

**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: 

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Company Name: 

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Account #: 

---

Address: 

---

(street): 

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(city): 

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(state, zip code): 

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Phone #: 

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- 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/>

<b>Fax to:</b>	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



Product Notice 170008

**Completion Form**

Your signature on this form will verify that you have completed Product Notice 170008 on the machines listed below.

**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:	0044 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
Caribbean:	+ 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:**

Date: \_\_\_\_\_

Company Name: \_\_\_\_\_

Account # (if applicable): \_\_\_\_\_

Address: \_\_\_\_\_

(street): \_\_\_\_\_

(city): \_\_\_\_\_

(state, zip code): \_\_\_\_\_

Phone: \_\_\_\_\_

Please list the complete machine serial number (ex. GS8416F-45038, GS9016F-52951)

Model Number	Serial Number	Model Number	Serial Number
_____	=	_____	=
_____	=	_____	=
_____	=	_____	=
_____	=	_____	=
_____	=	_____	=
_____	=	_____	=
_____	=	_____	=
_____	=	_____	=

Print (service manager)	Signature	Date
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## *Product Notice* *Mandatory Action Required*

**170016**

*North America*  
*Asia-Pacific*

**Genie**<sup>®</sup>  
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

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### **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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*North America*  
*Asia-Pacific*

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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](http://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
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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)

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### **Enclosures:**

- Customer Machine List
- New Owner Update Form



Product Notice 170016

**New Owner Update Form**  
(for updating machine owner information only)

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- 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: 

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Company Name: 

---

Account #: 

---

Address: 

---

(street): 

---

(city): 

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(state, zip code) : 

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Phone #: 

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- 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/>

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