



SAFETY RECALL NOTICE NUMBER 110004 (NHTSA RECALL NOTICE 11V-373)

August 2, 2011

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Genie Industries, Inc. ("Genie") has decided that a defect which relates to motor vehicle safety exists within the motor controller installed on our TZ-34 and TZ-50 trailer mounted aerial work platform booms. This component is also installed as a service part replacement on TMZ 34/19 and TMZ-50 as P/N 96769 and kit 99854.

The reason for this recall...

You are receiving this bulletin because you are the owner of an affected machine or you have purchased the motor controller P/N 96769 and kit P/N 99854 as a service part from April 13, 2011 to July 13, 2011.

Genie Industries has recently received reports of machine fires on non-motor vehicle aerial lifts manufactured by Genie. Genie has determined that these fires are caused by the failure of a newly designed motor controller component supplied to Genie by Advanced Motors & Drives (a Kinetek, Inc company). Genie has been installing this component on the affected models since May 2, 2011 and sold as a replacement part from April 13, 2011 to July 13, 2011. **A motor controller failure can result in a machine fire.**

This recall applies to the following:

- All North American TZ-34 trailer mounted booms manufactured between 5/02/11 and 6/30/11 from serial number TZ3411-307 to 389.
- All North American TZ-50 trailer mounted booms manufactured between 5/02/11 and 6/30/11 from serial number TZ5011-256 to 320
- P/N 96769 sold between 4/13/2011 and 7/13/2011 as a replacement part for models TZ-34, TZ-50, TMZ-34/19 and TMZ-50.
- Kit P/N 99854 sold between 4/13/2011 and 7/13/2011 as a replacement part for model TZ-34.

What we are asking you to do...

This safety notice requires the immediate removal of the affected machines from service. Installation of the motor contactor kit restores affected machines to service.

Follow the procedures in this recall notice to remove the machine from service and disconnect the Anderson connector from the battery pack.



Warranty:

The labor and travel miles required to perform the requirements of this notice are covered under the provisions of our warranty agreement. Labor for each affected machine will be paid at a rate of \$60.00 U.S. per hour and travel at a rate of \$.50 U.S. per mile, converted into the currency of the appropriate country at the time of payment.

If you are the owner of an affected machine and are not an authorized Genie dealer, please contact your nearest Genie dealer for assistance with this update. Only Genie Authorized Dealers will be reimbursed for labor or any other costs associated with this notice under the provisions of our standard warranty terms and conditions.

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. OSHA and ANSI also require that the manufacturer's safety recall 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 safety recall notice or have any questions, please contact Genie's service department at 1 (800) 536 -1800.

Removal of the machine from service and disconnecting the Anderson connector from the battery pack :

1. Locate all machines within the serial number ranges and all of the machines where the part replacement was installed. Also locate any affected motor controller received but not installed.

Note: Enclosed is a list of affected machines under your account and the invoice number for P/N 96769 and/or P/N 99854 if purchased as replacement parts.

2. Immediately remove these machines / parts from service. For part(s) that are not installed on a machine, file a warranty claim to receive an RA number. Then return the part(s) to Genie immediately via ground to the address below:

Genie Industries
Attn: Warranty Department (SN 110004)
47020 SE 144th St. Suite B
North Bend, WA 98045

For questions, please call Genie's service department at:

United States	800-536-1800
Canada	425-881-1800
Europe	+31 653 221 908
Australia	61 733751660

⚠ Electrocutation/burn hazard. Contact with hot or live circuits could result in death or serious injury. Remove all rings, watches and other jewelry.

3. Locate the battery pack / motor controller on the machine and disconnect the Anderson connector from the battery pack. Please refer to pages 3 thru 5 for the location of the Anderson connector in your machine.

TZ-34

Motor Controller compartment



Anderson connector



Anderson connector disconnected



TZ-50

Motor Controller compartment



Anderson connector



Anderson connector disconnected



TMZ-34 and TMZ-50

Note: Disconnect the Anderson connector on your machine only if you have installed P/N 96769 or kit P/N 99854 received from Genie between 4/13/2011 and 7/13/2011.

Motor Controller compartment



Anderson connector



Anderson connector disconnected



4. If purchased as a replacement part, inspect the serial number / date code on the motor controller. The affected motor controller has a date code starting from S1116004776 where:

S	11	16	00	4776
	A	B		C

A = year (11 or greater)
B = week of the year (16 or higher)
C = sequence number (004776 or higher)



5. Completely fill out the enclosed Parts Order form and fax to Genie's Parts Department to receive, at no cost, a motor contactor kit with installation instructions.

Note: Shipping of parts order maybe delayed due to parts availability.

Note: If you have a TMZ-34 or a TMZ-50 affected by this safety notice, call the factory for more information.

Installation must take place as soon as possible but no later than 30 days from receipt of parts.

6. Fill out and sign the completion form included with the instructions in the parts kit and fax to Genie's warranty department to verify that this safety notice has been completed.

7. Complete the warranty claim for this safety recall notice on the internet or fax a claim form to Genie's warranty department at (877) 738-7530. (The labor hours allowed for this campaign is 1 hour for the TZ-34 modification and 2.5 hours for the TZ-50 modification.)



If you are the lessor of any of the affected vehicles ...

If you are the lessor of this vehicle, federal law requires you to forward this notice to the lessee within ten days of your receipt of this letter.

If you need help...

If you have questions or concerns regarding this recall, please contact Genie or the service manager at your local dealer. If Genie or your dealer fail or are unable to remedy the defect without charge or within a reasonable time, you may also submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We are intensely concerned for the safety of our customers and sincerely appreciate your efforts. Thank you for your attention to this important matter.

Sincerely,
Genie Industries, Inc.

Enclosures:

- List of machines shipped to your location
- Completion Forms A & B
- Owner Update Form



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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 the complete model and serial number (example: TZ3411-304 or TZ-5011-320 or T3403-252 or T5004-59) and the name, address and phone number of the new owner.

New Owner Information:

	Machine 1	Machine 2	Machine 3
Model*	<input type="text"/>	<input type="text"/>	<input type="text"/>
Serial Number*	<input type="text"/>	<input type="text"/>	<input type="text"/>
Owner Name*	<input type="text"/>	<input type="text"/>	<input type="text"/>
Address 1*	<input type="text"/>	<input type="text"/>	<input type="text"/>
Address 2	<input type="text"/>	<input type="text"/>	<input type="text"/>
City/State/Zip*	<input type="text"/>	<input type="text"/>	<input type="text"/>
Phone Number*	<input type="text"/>	<input type="text"/>	<input type="text"/>
Contact Person	<input type="text"/>	<input type="text"/>	<input type="text"/>

* *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	Others (explain)
<input type="text"/>	-	-	-	<input type="text"/>
<input type="text"/>	-	-	-	<input type="text"/>
<input type="text"/>	-	-	-	<input type="text"/>
<input type="text"/>	-	-	-	<input type="text"/>

Fax to:

United States	877-738-7530
Canada	425-498-7530
All other locations	001-425-498-7530



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Parts Order Form

Fax this form to Genie Industries to receive the indicated *Motor – Contactor kit* for your machine. List the model and serial number of each affected machine.

Kit P/N = 232568: for TZ-34 models

Kit P/N = 232566: for TZ-50 models

Note: For TMZ models, call Genie’s service department.

- **Please list the complete model and serial number** (example: TZ3411-304 or TZ-5011-320 or T3403-252 or T5004-59).

Model	-	Serial Number	-	Kit P/N
_____	-	_____	-	_____
_____	-	_____	-	_____
_____	-	_____	-	_____
_____	-	_____	-	_____
_____	-	_____	-	_____
_____	-	_____	-	_____
_____	-	_____	-	_____
_____	-	_____	-	_____
_____	-	_____	-	_____
_____	-	_____	-	_____
_____	-	_____	-	_____
_____	-	_____	-	_____
_____	-	_____	-	_____
_____	-	_____	-	_____
_____	-	_____	-	_____
_____	-	_____	-	_____
_____	-	_____	-	_____
_____	-	_____	-	_____
_____	-	_____	-	_____
_____	-	_____	-	_____
_____	-	_____	-	_____
_____	-	_____	-	_____

Date: _____
 Company Name: _____
 Ordered by: _____
 Account # (If applicable): _____
 Address: _____
 (street): _____
 (city): _____
 (state, zip code): _____
 Phone: _____

Send Parts to: (If you would like to send parts to a different location)
 Company Name: _____
 Attn: _____
 Account # (if applicable): _____
 Address: _____
 (street): _____
 (city): _____
 (state, zip code): _____
 Phone: _____

Fax to:	United States	888-274-6192
	Canada	425-556-8659
	All other locations	1-425-895-6066



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Completion Form
(part return)

Your signature on this form will verify that the motor controller P/N 96769 below were removed from your inventory and returned to Genie.

Note: Use Completion Form A if completion for a machine that is removed from service.

List the complete serial number of the motor controller.

Motor Controller 1 : _____

Motor Controller 2 : _____

Motor Controller 4 : _____

Motor Controller 5 : _____

Motor Controller 6 : _____

Date: _____
Company Name: _____
Account #: _____
Address: _____
(street) _____
(city) _____
State, zip code _____
Phone #: _____

Fax to: United States 877-738-7530
 Canada 425-498-7530
 Europe +44 1476 584 049
 Australia 61 733751002
 All other locations 001-425-498-7530

Signature (Service Manager)