



Safety Notice

130010

Date: March 13, 2014

Models Affected: GS-2669DC
GS-3369DC
GS-4069DC

Serial Numbers Affected: GS6912-1320 to GS6912-1647
GS6913-1650 to GS6913-2179

Subject: Unintended Machine Movement

Allowable Hours: 60 minutes

Issue:

Genie has determined that a malfunction in the control system in the above referenced machines can occur. This malfunction follows a brief, time dependent interval between actuating the turn function and drive function and enable release from the platform controls. **If this occurs, it can result in unintended machine movement.**

Actions Required:

This safety notice requires updating the control system software installed on all of the affected machines referenced above.

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

Continued Use Instructions:

All machine operators must be notified of these continued use requirements. The machine may remain in service until this Safety Notice is completed, provided that the following requirements are performed.

- **Perform the machine's function test and pre-operational inspection prior to each use.**
- **During function test and operation, if the machine continues to move after releasing a control, push in the Red Emergency Stop button and immediately remove the machine from service until this Safety Notice is completed.**



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Work Instructions:

You will need the following to perform the software update.

- A laptop computer or desktop with an ethernet port and internet browser.
 - An Ethernet (CAT 5) network cable of suitable length.
- 1 Locate all affected machines referenced on page 1 in your fleet.
 - 2 Access <http://firmware.genielift.com>.

Note: If you cannot access the website, contact Genie Product Support for assistance.

MACHINE SOFTWARE DOWNLOAD

Welcome to the Genie Machine Software Download portal. This portal is created for you to download the control system software for your Genie equipment. Please use the search filters below to locate the machine software you wish to download.

Safety Notice:

Machine Model:

Controller Type:

Serial Number:

Part Number:

- 3 Select "Safety Notice".

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Safety Notice:

Safety Notice Number:

- 4 Enter "130010" in the "Safety Notice Number" box and click on "Search".



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MACHINE SOFTWARE DOWNLOAD

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Safety Notice:

Safety Notice Number:

- Under the "Application Firmware" column, download and save the firmware file by clicking on the 137641Y.zip link.

Important: Note the location on the computer where you downloaded the file. You will need it when performing the software update.

MACHINE SOFTWARE DOWNLOAD

Welcome to the Genie Machine Software Download portal. This portal is created for you to download the control system software for your Genie equipment. Please use the search filters below to locate the machine software you wish to download.

Safety Notice #	Application Firmware	Kernel Software	Bootloader Firmware	Service Tool Software	Safety Notice
130010	Firmware File: 137641Y.zip Instructions: 1253604.pdf	N/A	N/A	N/A	Safety Notice Instructions: SN 130010.pdf

- Update the software installed on your machine using the instructions1253604.



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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:
<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:

<http://www.genielift.com/dealersearch/>

Warranty:

The labor and travel miles required to perform this inspection and installation are covered under the provisions of our LIMITED PRODUCT WARRANTY statement. Warranty claims can be submitted by paper claims, fax or email. If you need more information about filing a warranty claim, please contact Terex AWP Warranty Department at:

United States: 1-800-536-1800
Canada: 1-425-881-1800
All other locations: 001-425-881-1800
Email: AWP.Warranty@terex.com

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 notices 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 notice or have any questions, please contact Genie Product Support at:

United States: 1-800-536-1800
Canada: 1-425-881-1800
All other locations: 001-425-881-1800

Enclosures:

- Machine List Report
- Owner Update Form
- Installation Instructions P/N 1253604



Safety Notice 130010

New Owner Update Form

(for updating machine owner information only)

Local norms and regulations require 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. GS6912-1373).

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	Other (explain)
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

Fax to:

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



Inspection Instructions

SmartLink Software Update

GS-2669 DC

GS-3369 DC

GS-4069 DC

Part No. 1253604
Rev A

Introduction



Observe and Obey:

- This procedure shall be completed by a person trained and qualified on the repair of this machine.
- Immediately tag and remove from service a damaged or malfunctioning machine.
- Repair any machine damage or malfunction before operating the machine.

Before Starting Installation:

- Read, understand and obey the safety rules and operating instructions in the appropriate operator's manual.
- Be sure that all necessary tools and parts are available and ready for use.
- Read this procedure completely and adhere to the instructions. Attempting shortcuts may produce hazardous conditions.
- Indicates that a specific result is expected after performing a series of steps.
- Indicates that an incorrect result has occurred after performing a series of steps.

Note: These installation instructions only apply to the Genie models listed on the front cover, as required by Safety Notice 130010.

Tools Required:

Laptop or desktop computer with an Ethernet Port and Internet Browser

Torx T10 screw driver

CAT5 Ethernet cable of suitable length

Glossary of Terms

ECM - Electronic Control Module

GCON - Ground Controller. This ECM is located at the ground controls.

PCON - Platform Controller. This ECM is located at the platform controls.

CAT5 Cable - Standard Ethernet cable used for networking purposes.

Components of Kit 1253597

Printing Instructions
Genie part number 1255048
Qty. 1

Thumb drive
Genie part number 1253598
Qty. 1

Includes:

Software, SL1000, APP
Genie part number 137641
Qty. 1

SmartLink Software Update Installation Instructions
Genie part number 1253604
Qty. 1

Procedure

Updating Machine Software

- 1 Turn on the computer.

Using a thumb drive:

- 2 Insert the thumb drive into the USB port. Genie part number 1253598.
- 3 Copy the .gff file onto your hard disk or desktop.

All applications:

Note: Disable all external internet or network connections before continuing.

- 4 At the GCON, turn the key switch to the GCON position.
 - 5 At the PCON, pull out the red Emergency Stop button to the on position.
 - 6 At the GCON, press and hold the **Enter** and **Escape** buttons. Pull out the red Emergency Stop button to the on position.
- ⦿ Result: The GCON LCD will display the following screen.



- 1 LCD
- 2 ESCAPE button
- 3 ENTER button

- 7 Locate the diagnostic port on the side of the GCON.



- 1 Diagnostic Port

- 8 Remove one of the fasteners securing the cover and set aside. Loosen the other fastener. Do not remove it.
 - 9 Connect one end of a CAT5 Ethernet cable into the diagnostic port. Connect the other end into a PC or laptop.
- ⦿ Result: The GCON LCD will display the following screen.



- 10 Read and record the IP address.

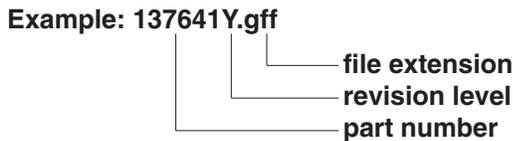
Procedure

- 11 Launch a web browser such as Internet Explorer® or Firefox® on your PC or laptop. Type in the IP address from steps 8 and 9 into the web browser address bar and press Enter.
- ⦿ Result: The following screen will be displayed.



- 12 Select the **Browse** button. Navigate to the firmware file located on your hard disk or desktop and select the file. Firmware number 137641Y.gff (rev Y or above).

Note: Depending on your web browser, this button may be shown as **Choose File**. 137641Y.gff (rev Y or above).



- 13 Select the **Load Flash File** button.

Note: Verify it is the correct flash file.

- ⦿ Result: The following screen will be displayed.

Note: This process may take 1 to 2 minutes.

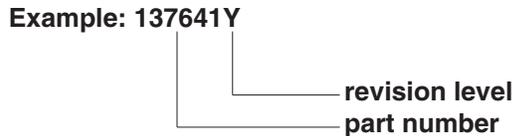


- 14 Select the **Reprogram Device (s)** button to start the ECM software update.
- ⦿ Result: The following screen will be displayed after the software update is complete.

Note: Do not turn off power while the ECM is being reprogrammed. This process may take up to 5 minutes.



Note: Verify that the firmware number is displayed in the box marked "**Current:**". Firmware number 137641Y (rev Y or above).



- 15 Select the **Run application** button to exit the software update mode.
- 16 Push in the red Emergency Stop button at the GCON and disconnect the CAT5 cable. Remove the thumb drive if installed.
- 17 Secure the diagnostic port cover using the retaining fasteners removed in step 5. Do not over tighten.

Procedure

- 18 Perform function test. Refer to the Operator's Manual on your machine.
- 19 Return the machine to service.
- 20 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 Safety Notice 130010.

If you have any further questions regarding these instructions or need assistance, please contact Genie Product Support at one of the following telephone numbers:

United States:		800-536-1800
Canada:		425-881-1800
Europe:	UK	0044 1476 584 333
	France	0033 237 260 986
	Germany	0049 4221 491 821
	Iberica	0034 935 725 090
	Italy	0039 075 941 8132
	Scandinavia	0046 3157 5154
	Other locations	0031 653 221 908
Middle East:		0097 143 391 800 or 0097 150 459 7937
Australia:		61 7 3456 4444
All other locations		001-425-881-1800

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