



# SAFETY NOTICE

110003

**Date:** July 20, 2011

**Models and Serial Numbers Affected:**

GS-1530, GS-1532, GS-1930 and GS-1932:

GS3011A-103380  
GS3011A-103340 to 110366  
GS3011C-3965  
GS3011C-4046  
GS3011C-4048  
GS3011C-4052  
GS3011C-4055 to 4056  
GS3011C-4058  
GS3011C-4061 to 4063  
GS3011C-4072  
GS3011C-4078  
GS3011C-4083 to 4413

GS-2032, GS-2632, GS-3232:

GS3211A-97119 to 97657  
GS3211C-841  
GS3211C-903  
GS3211C-947 to 950  
GS3211C-956  
GS3211C-959 to 961  
GS3211C-963 to 1059

GS-2046, GS-2646, GS-3246:

GS4611A-97407 to 97764  
GS4611C-665  
GS4611C-686 to 689  
GS4611C-733 to 737  
GS4611C-791 to 793  
GS4611C-795  
GS4611C-800 to 803  
GS4611C-805 to 819  
GS4611C-821  
GS4611C-824 to 929

GR(all models):GR11-18655 to 18995

GR11-20126 to 20367

GRC-12: GRC11-554 to 1040 except GRC11-1000

QS (all models):QS11-225 to 229

QS11-1004



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**Part Numbers Affected:** P/N 96769 replacement for the above models purchased from April 13, 2011 to July 13, 2011  
**Subject:** Motor Controller  
**Allowable Hours:** 30 minutes

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

**Issue:**

Genie Industries has recently received reports of machine fires relating to a newly designed Kinetek motor controller. Genie has been installing this component on the above 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.**

**Action Required:**

**This safety notice requires the immediate removal of the affected machines from service.** A follow up bulletin to resolve this issue will be sent out as soon as available.

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

Note: Enclosed is a list of affected machines under your account.

Note: Enclosed is the invoice number for P/N 96769 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 a RA number. Then return the part(s) to Genie immediately via ground to the address below:

Genie Industries  
Attn: Robbert van den Berg  
Klompshoefke 1  
4751 XP Oud gastel

Industrial zone Borgwerf 2  
Netherlands

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For questions, please call Genie's service department.

UK :	0044 1476 584 333	Scandinavia:	0046 3157 5154
France:	0033 237 260 986	Middle East:	0097 143 990 381
Germany:	0049 4221 491 821		0097 150 459 7937
Italy:	0039075 941 8171	All others:	0031 653 221 908
Iberica:	0034 935 725 090		

**⚠** 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 4 for the location of the Anderson connector in your machine.

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

GS-1530, GS-1532, GS-1930, GS-1932  
GS-2032, GS-2632, GS-3232  
GS-2046, GS-2646, GS-3246

Battery  
Compartment



Anderson Connector



Disconnect  
Anderson Connector



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GR, GRC, QS

Motor Controller  
Compartment



Anderson  
Connector



Disconnect  
Anderson Connector



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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. Fill out the attached completion form and return to Genie.



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## Warranty:

The labor and travel distance required to perform this inspection and installation are covered under the provisions of our warranty agreement. Warranty claims can be submitted by paper claim, fax or e-mail. Please combine as many machines as possible on one claim form. If you need more information about filing a warranty claim, call Genie's warranty department.

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

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.

UK:	00 44 1476 584 333
France:	00 33 237 260 986
Germany:	00 49 422 149 1821
Iberica:	0034 935 725 090
Italy:	0039 075 941 8171
Scandinavia:	0046 3157 5154
Middle East:	0097 143 391 800 or 0097 150 459 7937
All other locations:	0031 653 221 908

## Enclosures:

- New Owner Update Form
- Completion Form A
- Completion Form B