

**Bulletin Alert**

**Attention: SINOBOOM PRODUCT OWNER (United States Only)**

**Notice#: [SAFETY BULLETIN - SB2023002](#)**

**Start Date: 01AUG2023**

**End Date: 01DEC2023**

**Models Affected: Electric Scissors 1932ME, 2132E, 2732E, 3346E, 4047E, 4655EP**

**Serial Ranges:**

**1932ME: PL0105600576- PL0105600641**

**2132E: PL0105300101 - PL0105300120**

**2732E: PL0105400100 - PL0105400392**

**3346E: PL0104800100 - PL0104800359**

**4047E: PL0104900100 - PL0104900336**

**4655EP: PL0106300100 - PL0106300277**

**Subject: [SAFETY BULLETIN - SB2023002](#) – Gas Spring Replacement**

**Introduction:**

As part of our proactive quality and safety focus, we recommend performing the applicable notice for the machines outlined in this document. Attached you will find the inspection and rework instructions.

Manufacturing has confirmed that the vendor of the gas spring for the pothole protection system is the incorrect length, which can result in the pothole system not functioning properly. If the machine fails inspection in accordance with the work instruction, a new correctly sized gas spring should be installed.

**Required Action:**

- **Machines affected by this bulletin must be immediately removed from service and update completed before placing back into service.**
  - **Only qualified and authorized personnel permitted to service Mobile Elevating Work Platforms (MEWP) shall conduct inspections and repairs.**
1. See attached W.I. “work instructions” and order the necessary parts based on the inspection results. Replacement part numbers listed at end of this notice.
  2. Parts can be shipped to verified location once address is confirmed by bulletin recipients **OR** a parts order form found at [www.sinoboom.us/parts](http://www.sinoboom.us/parts) referencing bulletin number.

3. Smartequip Network users can submit an order for the required parts from their dashboard. .

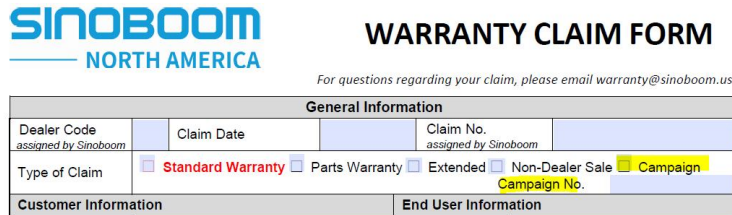
**Parts & Warranty**

Sinoboom North America will provide the parts for this bulletin and will reimburse 1 hour(s) of Labor to perform updates to machine.

**Parts & Warranty cont'd**

Once inspection and repairs are completed, fill out a [warranty claim form](#) referencing bulletin number and submit to [warranty@sinoboom.us](mailto:warranty@sinoboom.us).

Claim must be submitted within 30 days of completion, and no later than 6 months from bulletin issue date. Any parts ordered after 6 months will not be eligible for reimbursement



**SINOBOOM**  
NORTH AMERICA

**WARRANTY CLAIM FORM**

For questions regarding your claim, please email [warranty@sinoboom.us](mailto:warranty@sinoboom.us)

General Information				
<small>Dealer Code</small> <small>assigned by Sinoboom</small>	<small>Claim Date</small>	<small>Claim No.</small> <small>assigned by Sinoboom</small>		
<small>Type of Claim</small>	<input type="checkbox"/> <b>Standard Warranty</b>	<input type="checkbox"/> Parts Warranty	<input type="checkbox"/> Extended	<input type="checkbox"/> Non-Dealer Sale <input type="checkbox"/> Campaign <small>Campaign No.</small>
<small>Customer Information</small>			<small>End User Information</small>	

**Machine Registration & Transfer of Ownership**

If machine has been acquired or resold, a [transfer of ownership form](#) found at [www.sinoboom.us/warranty](http://www.sinoboom.us/warranty) must be submitted to [warranty@sinoboom.us](mailto:warranty@sinoboom.us). This bulletin must also be forwarded to the new machine owner. Refer to our [Warranty Manual](#) for more information.

**Contact Information**

Any inconvenience caused is much regretted. If there are any clarifications required, please contact us at the following:

(281) 729-5425 ext. 2

[service@sinoboom.us](mailto:service@sinoboom.us)

[warranty@sinoboom.us](mailto:warranty@sinoboom.us)

[parts@sinoboom.us](mailto:parts@sinoboom.us)

At Sinoboom North America, Quality & Safety is our over-riding priority, and we appreciate your business, and regret any inconvenience this may cause.

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Yours Sincerely,  
Bryan Leveille  
**Director of After Sales**  
**Sinoboom North America**

## Replacement Parts

2732E	210010000074	Gas Spring	QTY 2
3346E	210010000074	Gas Spring	QTY 2
4047E	210010000074	Gas Spring	QTY 2
4655EP	210010000074	Gas Spring	QTY 2