

Wildcat Mfg. Co., Incorporated

PO Box 1100, 420 South Hwy 81

Freeman SD 57029 USA

PH: 800-627-3954 or 605-925-4512



A Vermeer Company

SERVICE BULLETIN # WSB2010-001

DATE:

DRAFT, 2010

Machine/Attachment:

Serial Numbers Involved:

| | |
|-------|--|
| 510 | 351262, 351267 – 351274, 351279 – 351282, 351298 – 351299, 351305 – 351307, 351315 – 351316, 351323 – 351325, 351337 – 351339, 351355 – 351356, 351368 – 351369, 351375 – 351376, 351383 – 351384, 351399 – 351401, 351410 – 351411, 351416 – 351417, 351456 – 351457, 351462 – 351463, 351470 – 351471, 351478 – 351479, 351539 – 351540, 351701 - 351716 |
| 510LT | 351527 – 351528, 351701 - 351705 |

Subject:



**PRODUCT
SAFETY
ALERT**

FIRST NOTICE

**510 / 510LT
Pintle Eye
Replacement Kit
(WC01-0110)**

Background:

PINTLE EYE FAILURE MAY OCCUR

Material stresses during towing can result in bending and/or fatigue fractures of the pintle eye. If fractures occur, it can result in complete separation of the tongue from the towing vehicle.

DEATH OR SERIOUS INJURY POSSIBLE

Death or serious injury is possible if tongue separates from the towing vehicle while being towed on a public roadway.

Solution:

**IMMEDIATE MACHINE MODIFICATIONS REQUIRED
REPLACEMENT OF PINTLE EYE**

Wildcat will provide a pintle eye replacement kit (WC01-0110) for each affected Trommel Screen. This kit has been created to provide the necessary parts and instructions for replacing the pintle eye with an updated design. This kit must be installed as soon as possible.

DEALER PARTICIPATION:

REVIEW REPORT, ORDER KITS, CONTACT CUSTOMERS

1. A report will be faxed from the Vermeer Product Safety Department during the week of May 24, 2010 to dealerships shown in our records to have units affected by these alerts.

If the information contained in this report is NOT correct, please notify us on or before June 4, 2010:

Vermeer Product Safety Department

Phone: 641-621-7060 or 621-621-7825

Fax: 641-621-7739

Email: productsafety@vermeer.com

Note: Notices to dealers and owners are dependent upon the receipt of the Work Completion Certificates by Vermeer Product Safety.

2. **Dealership Order Kits** by contacting the Vermeer Product Safety Department
 - a. Each dealership should determine the quantity of kits to order initially depending upon the number of units that may be available for immediate upgrade. Do not order more kits than needed for immediate installation.
 - b. Orders must be submitted by contacting Vermeer Product Safety Department:
 - by Phone: 641-621-7825
 - by Fax: 641-621-7739
 - by Email: productsafety@vermeer.com

When placing the kit order(s), you must provide:

17-digit VIN of the unit;

Requested method of shipment.

If this information is not included, the processing of your order may be delayed.

- c. Upon receipt of the kit order(s) from the dealerships, Vermeer Product Safety Department will contact the Wildcat Parts Distribution Center to ship the kit(s) according to the shipping instructions received with the order(s). This will enable the Vermeer Product Safety Department to better monitor the quantity of kits being ordered and available kit inventory. Please do not order kits directly from the Wildcat Parts Distribution Center as this will delay the processing of your order.

REIMBURSEMENT

Parts Reimbursement:

Upon completion of each kit installation, a Warranty Claim must be submitted to the Vermeer Environmental Warranty Department for reimbursement of the cost of the kit.

Labor Reimbursement:

Upon completion of each kit installation, a Work Completion Certificate must be submitted to Vermeer Product Safety Department for labor reimbursement to the installer of the kit. *A Work Completion Certificate is attached at the end of this Safety Alert which indicates the labor hours and code.*

Completed Work Completion Certificates may be faxed to Vermeer Product Safety at (641) 621-7739 or scanned and emailed to: productsafety@vermeer.com. *Note: Future notices to dealers and owners are dependent upon the receipt of the Work Completion Certificates by Vermeer Product Safety.*

OWNER NOTIFICATION

Sample Letter: Included at the end of this Bulletin is a sample letter which will be sent by Vermeer Corporation on behalf of Wildcat directly to the Owners on or about June 9, 2010, via USPS certified mail.

This letter instructs the owner to **contact their local dealership** to arrange for a time to have the kit installed. **After receiving WC01-0110** from the Wildcat Parts Center, you must contact your affected customer(s) immediately and schedule a mutually acceptable time to upgrade their machine.

We regret any inconvenience that these corrective measures may cause you. This required work is for the safety of the towing vehicle occupants, and other drivers and passengers traveling on the public roadways. We hope you agree that the safety benefits surpass the inconvenience.

Wildcat Service Department

Attachment:
WC01-0110 Kit Instructions

| | | | | |
|---|--------------------------|------------------------------------|-------------------------------------|----------------------|
| For Reference: TREAD Act Code: <i>(Choose one or more codes applicable)</i> | <input type="checkbox"/> | -- Not Applicable | <input type="checkbox"/> | 12 Exterior lighting |
| | <input type="checkbox"/> | 02 Suspension | <input type="checkbox"/> | 16 Structure |
| | <input type="checkbox"/> | 03 Service brake system, hydraulic | <input type="checkbox"/> | 17 Latch |
| | <input type="checkbox"/> | 04 Service brake system, air | <input type="checkbox"/> | 19 Tires |
| | <input type="checkbox"/> | 05 Parking brake | <input type="checkbox"/> | 20 Wheels |
| | <input type="checkbox"/> | 11 Electrical | <input checked="" type="checkbox"/> | 21 Trailer hitch |

| | |
|---|---|
| Priority: <input checked="" type="checkbox"/> Mandatory <input type="checkbox"/> Recommended <input type="checkbox"/> Information only | Completion Schedule: <input type="checkbox"/> 30 days from date of this bulletin <input type="checkbox"/> 90 days from date of this bulletin <input type="checkbox"/> 180 days from date of this bulletin <input type="checkbox"/> Only Units within Standard Limited Warranty Period <input checked="" type="checkbox"/> Product Safety Alert: Install immediately <input type="checkbox"/> N/A |
| Dealer Distribution: <input type="checkbox"/> Domestic <input type="checkbox"/> International <input checked="" type="checkbox"/> Both | Reimbursement: <input type="checkbox"/> Only Units within Standard Limited Warranty Period <input checked="" type="checkbox"/> Product Safety Alert: Work Completion Certificate Required <input checked="" type="checkbox"/> All Serial Numbers Listed Above <input checked="" type="checkbox"/> Parts <input checked="" type="checkbox"/> Labor Paid (Labor Code: N/A) <input type="checkbox"/> No Reimbursement |

Return completed Work Completion Certificate for labor credit to Vermeer Product Safety Department via:

Fax: 641-621-7739
Email: productsafety@vermeer.com

| | | | |
|--|--|-------------------------|--|
| WORK COMPLETION CERTIFICATE | | <i>For Dealer Use:</i> | |
| WC01-0110: Pintle Eye Replacement Kit | | <i>Warranty Claim #</i> | |
| <i>Select One</i> | 17-Digit Serial Number of Unit is required | | |
| <input type="checkbox"/> 510 | ----- | | |
| <input type="checkbox"/> 510LT | | | |
| I have properly installed the parts according to the Kit's written instructions and am returning this Certificate with the understanding that the Installer's Company will receive 1.25 hour reimbursement for labor from Wildcat Mfg. Co., Incorporated. | | | |
| Date Work Completed: | | | |
| Work Completed By: <i>(Enter Installer's Name, Company's Name & Address)</i> | | | |
| Installer's Signature: | X | Phone #: | |
| <i>(Name of Installer's Company, Address, and Signature Required)</i> | | | |
| Unit Owner's Name: | | | |
| Unit Owner's Address: | | | |
| <i>(Name of Owner's Company and Address)</i> | | | |