



SERVICE BULLETIN # SVC2013-153 **DATE:** 18 September 2013

Machine/Attachment: **Serial Numbers Involved:**

R9X12T

101 – 114, Excluding 102

Subject:



R9X12T Axle
Replacement Kit
(IK00-1718)

Background:

INSERT POTENTIAL FAILURE STATEMENT

In July 2012, notice regarding the above-referenced Product Safety Alert was sent to unit owners. We have not received confirmation that all the units have been updated.

BRAKE SLACK ADJUSTER FAILURE MAY OCCUR

The design of the R9X12T axle did not provide adequate clearance for the automatic brake slack adjuster camshaft. Under certain driving conditions, the brake slack adjuster camshaft may become damaged by axle travel. If the brake slack adjuster camshaft is damaged, the brake slack adjusters will not work properly. A partial or complete loss of trailer braking capability may occur.

DEATH OR SERIOUS INJURY POSSIBLE

If trailer braking capacity is reduced or lost, loss of vehicle control may result while towing on public highway. **Death or serious injury is possible.** Property or equipment damage is also possible.

Reference: Service Bulletin SVC2012-066, First Notice for this Product Safety Recall.

Solution:

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

IK00-1718 has been created to provide the necessary parts and instructions to replace the axles. **This kit must be installed as soon as possible.**

DEALER PARTICIPATION

REVIEW REPORT, ORDER KITS, CONTACT CUSTOMERS

1. **Reports** will be faxed during the week of September 18, 2013, to dealerships shown in our records which sold units affected by this Recall. Please review the report for accuracy, including:

- Owner and/or address changes;

- if IK00-1718 has **not** been installed according to Work Completion Certificates received by the Product Safety Department, the report will indicate “**OPEN**”. Please verify your records to determine if the Kit has been installed. If installed, please submit a Work Completion Certificate to Product Safety Department to confirm installation and request labor reimbursement prior to the owner mailing referenced below.

If the information contained in the Report is **NOT** correct, please notify the **Product Safety Department** on or before September 24, 2013, at:

Telephone: 641-621-7060
Fax: 641-621-7739
Email: productsafety@vermeer.com

2. Prior to **ordering Kit** IK00-1718, please check your inventory to determine if you have IK00-1718 in stock. Orders must be submitted by entering the order into iParts. **Do not order more Kits than needed for immediate installation.**
 - a. When entering the order into iParts, you will need to identify:
 - 17-digit VIN of the unit
 - Order type: FSAF, SSAF, ESAF

Questions regarding the ordering process, may be directed to:

by Email: productsafety@vermeer.com
by Phone: 641-621-7825

3. **Contact** your affected customer(s) to schedule a mutually acceptable time to upgrade their machine. **Note:** Letters will be sent to the customers on or about **September 25, 2013**. Also refer to Owner Notification section below.

If you have any questions concerning the installation of IK00-1718, please contact the Trenchless Service Department.

PARTS AND LABOR REIMBURSEMENT

Upon completion of each Kit installation, a Warranty Claim must be submitted to the Corporate Warranty Department for reimbursement of the cost of the Kit. Parts reimbursement will not be paid until receipt of Work Completion Certificate indicating that the Kit was installed.

Both documents (Claim and Work Completion Certificate) must be received prior to reimbursement of the parts or labor for this product safety recall.

For those dealers using iWarranty, please submit the Campaign Warranty Claim online and attach the Work Completion Certificate to the claim.

A Work Completion Certificate is attached below which indicates the labor hours. **Note:** *Future notices to dealers and owners are dependent upon the receipt of Work Completion Certificates by Product Safety Department.*

For those dealers submitting warranty claims via iWarranty, please submit a campaign claim with the Work Completion Certificate attached to the claim.

Return completed Work Completion Certificate for labor credit to:
 Product Safety Department: **ATTACH to iWarranty Campaign Claim**
FAX: 641-621-7739
EMAIL: productsafety@vermeer.com

WORK COMPLETION CERTIFICATE		<i>For Dealer Use:</i>	
IK00-1718: R9X12T Axle Replacement Kit		<i>Warranty Claim</i>	
Second Notice		#	
17-Digit Serial Number is required			
R9X12T	_ _ _ _ _		
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 40 hours reimbursement for labor from Vermeer Corporation.			
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>			

Sample Owner Notification

	PRODUCT SAFETY RECALL
Second Notice	
R9X12T Axle Replacement Kit (IK00-1718)	

September 25, 2013

VIA USPS MAIL

Dear Vermeer R9X12T Owner:

Model:	«Model»
Serial No:	«VIN»

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

In July 2012, notice was sent to owners concerning the above-referenced product safety update. A copy of the First Notice is included for your reference. To read more about this potential safety hazard, please read the copy of the letter enclosed. **Note: If Vermeer learned of your ownership after mailing of the First Notice, this will be your First Notice.**

Our records indicate that the product safety update **may not** have been installed on your Vermeer R9X12T Reclaimer.

If the Kit has **not been installed**, please contact your independent, authorized **Vermeer dealership** immediately to arrange a mutually acceptable time and location to have your machine upgraded **at no cost** to you for labor or materials. If the Vermeer dealer travels to the unit to install the kit, costs may be incurred by the owner. **You must have your machine upgraded for these safety features.**

Contact your local Vermeer Dealer:	«SERV_DLR_NAME» «SERV_DLR_ADD1» «SERV_DLR_CITY STATE ZIP» «SERV_DLR_COUNTRY»
Telephone:	«SERV_DLR_PHONE»

If the Kit has **been installed**, please contact the Product Safety Department to inform us what dealership performed the upgrade so we may update our records:

Toll Free: 800-829-0051, extension 7060
Telephone: 641-621-7060
Email: productsafety@vermeer.com

Please provide your unit's Model and Serial Number when contacting us. **Note: The Model and Serial Number is shown at the top right corner of this letter.**

If you no longer own this machine, please notify the Product Safety Department. If possible, please provide the name and address of the new owner.

We regret any inconvenience that these corrective measures may cause you. This required work is for safety of the machine operator and crew. We hope you agree that the safety benefits surpass the inconvenience.

Very truly yours,
PRODUCT SAFETY DEPARTMENT

Enclosure: SVC2012-066 First Notice

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten (10) days.

If the authorized dealer has failed or is unable to remedy the defect without charge and within a reasonable time, contact Vermeer Product Safety by email at productsafety@vermeer.com or by calling 800-829-0051 or 641-621-7060. You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, D.C. 20590 or call the Vehicle Safety Hotline at 888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>