



SERVICE BULLETIN # SVC2012-088 DATE: DRAFT

Machine/Attachment: Serial Numbers Involved:
R9X12T 101 – 118 excluding 117

Subject:



R9X12T Air Brake Lines
Replacement Kit
(IK00-1736)

Background:

BRAKE LINE FAILURE MAY OCCUR

The design of the R9X12T rear axle did not provide adequate clearance between the frame crossmember and the air brake lines. If the air brake lines are damaged, the brakes will not work properly. A partial or complete loss of trailer braking capability may occur.

DEATH OR SERIOUS INJURY POSSIBLE

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

Solution:

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

IK00-1736 has been created to provide the necessary parts and instructions to replace and reroute the air brake lines. **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 20, 2012, to dealerships shown in our records which have units in their territory affected by this Alert. Please review the report for accuracy, including owner and/or address changes.

If the information contained in the report is NOT correct, please notify the Product Safety Department on or before September 26, 2012 at:

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

2. **Dealership Order Kits** by contacting the Product Safety Department or entering your order in iParts.
- 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 Product Safety Department:
by Phone: 641-621-7825
by Fax: 641-621-7739
by E-mail: productsafety@vermeer.com
by iParts: FSAF, SSAF, ESAF Order type

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, Product Safety Department will contact the Parts Distribution Center to ship the Kit(s) according to the shipping instructions received with the order(s). This will enable the Product Safety Department to better monitor the quantity of Kits being ordered and available Kit inventory. Please do not order Kits directly from the Parts Distribution Center as this will delay the processing of your order.

3. **Contact your affected customer(s)** to schedule a mutually acceptable time to upgrade their machine. *Note:* Letters will be sent to the customer(s) on or about **September 27, 2012**. *Also refer to Owner Notification section below.*

If you have any questions concerning the installation of IK00-1736, please contact the Trenchless Service Department.

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. The Work Completion Certificate indicating that the Kit was installed must also be submitted. Both documents (Claim and Work Completion Certificate) must be received prior to reimbursement of the parts or labor for this product safety alert.

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

OWNER NOTIFICATION

Sample Letter: Included at the end of this Bulletin is a sample letter which will be sent by Vermeer Corporation directly to the Owners on or about **September 27, 2012**, via USPS certified/registered mail.

Owner notifications will not be translated for this safety campaign as our records currently indicate that all units are in dealer inventory, located in countries where translation is not required by law, or located in English speaking countries.

This owner notification/letter instructs the owner **to contact their local dealership** to arrange for a time to have the Kit installed. After receiving IK00-1736 from the 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 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.

PRODUCT SAFETY DEPARTMENT

Attachment:

IK00-1736 Kit Instructions

For Reference:	<u>Primary Part Number(s)</u> IK011736	<u>For Model(s)</u> R9X12T
TREAD Act Code: <i>(Choose one or more codes applicable)</i>	<input type="checkbox"/> -- Not Applicable <input type="checkbox"/> 02 Suspension <input type="checkbox"/> 03 Service brake system, hydraulic <input checked="" type="checkbox"/> 04 Service brake system, air <input type="checkbox"/> 05 Parking brake <input type="checkbox"/> 11 Electrical	<input type="checkbox"/> 12 Exterior lighting <input type="checkbox"/> 16 Structure <input type="checkbox"/> 17 Latch <input type="checkbox"/> 19 Tires <input type="checkbox"/> 20 Wheels <input 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: 9L50) 3 hrs <input type="checkbox"/> No Reimbursement

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>	
IK00-1736: R9X12T Air Brake Lines Replacement Kit		<i>Warranty Claim</i>	
First Notice		<i>#</i>	
17-Digit Serial Number is required			
<input type="checkbox"/> 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 3 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 Letter



PRODUCT SAFETY RECALL

First Notice R9X12T Air Brake Lines Replacement Kit (IK00-1736)

September 27, 2012

VIA USPS CERTIFIED/REGISTERED MAIL

Dear R9X12T Owner:

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

Vermeer has decided that a defect, that relates to motor vehicle safety, exists in certain model year 2010-2012 Vermeer R9X12T.

According to our records, you currently own a Vermeer R9X12T Reclaimer. The Model and Serial Number of the R9X12T is shown at the top right of this letter. If you no longer own this unit, please notify the Product Safety Department at:

Toll Free: 800-829-0051, extension 7060

Telephone: 641-621-7060

E-mail: productsafety@vermeer.com

If possible, please provide the name and address of the new owner.

BRAKE LINE FAILURE MAY OCCUR

The design of the R9X12T rear axle did not provide adequate clearance between the frame crossmember and the air brake lines. If the air brake lines are damaged, the brakes will not work properly. A partial or complete loss of trailer braking capability may occur.

DEATH OR SERIOUS INJURY POSSIBLE

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

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

IK00-1736 has been created to provide the necessary parts and instructions to replace and reroute the air brake lines. **This kit must be installed as soon as possible.**

Please contact your authorized, independent **Vermeer dealer** immediately to arrange a mutually acceptable time and location to install IK00-1736 **at no cost** to you for labor or materials. The installation of this kit is estimated at 3 hours of labor. 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.**

Model: «Model»

Serial No: «VIN»

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 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>

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

Very truly yours,

PRODUCT SAFETY DEPARTMENT

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.