

Vermeer Corporation
UNDERGROUND-TRENCHLESS
Pella, IA 50219 USA



SERVICE BULLETIN # SVC2012-066 DATE: DRAFT

Machine/Attachment: Serial Numbers Involved:

R9X12T 101 – 114, Excluding 102

Subject:



R9X12T Axle
Replacement Kit
(IK00-1718)

Background:

BRAKE SLACK ADJUSTER FAILURE MAY OCCUR

The design of the R9X12T axle did not provide adequate clearance for the automatic brake slack adjuster mechanism. Under certain driving conditions, the brake slack adjuster may become damaged by axle travel. If the brake slack adjuster mechanism 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.

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 July 23, 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 August 5, 2012 at:

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

2. **Dealership Order Kits** by contacting the 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 Product Safety Department:
- by Phone: 641-621-7825
 - by Fax: 641-621-7739
 - by E-mail: 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, 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 **August 6, 2012**. *Also refer to Owner Notification section below.*

If you have any questions concerning the installation of IK00-1718, please contact the Underground - 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 **August 6, 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 IK00-1718 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:

IK00-1718 Kit Instructions

For Reference:	<u>Primary Part Number(s)</u> IK011718	<u>For Model(s)</u> R9X12T
TREAD Act Code: <i>(Choose one or more codes applicable)</i>	<input checked="" type="checkbox"/> -- Not Applicable <input type="checkbox"/> 02 Suspension <input type="checkbox"/> 03 Service brake system, hydraulic <input 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) <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 IK00-1718: R9X12T Axle Replacement Kit First Notice		<i>For Dealer Use:</i> Warranty Claim #	
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>		