

Vermeer Corporation

Trenchless
Pella, IA 50219 USA



FIELD CAMPAIGN

SERVICE BULLETIN #

SVC2015-114

DATE:

15 June 2015

CAMPAIGN
TYPE:

☒ **Mandatory - Product Safety**

☐ **Mandatory**

☐ **Recommended**

☐ **Special Consideration (Fix-as-Fail)**

☐ **Special Consideration (Information Only)**

☐ **Free Product Safety Mailing**

MACHINE / ATTACHMENT MODEL(S):	Serial Numbers	
	Included	Excluded
R9X12T	101 – 118	117

Subject:



**PRODUCT
SAFETY
ALERT**

FINAL NOTICE

**R9X12T Air Brake Lines
Replacement Kit
(IK00-1736)**

Background:

BRAKE LINE FAILURE MAY OCCUR

In September 2012 and September 2013, notices regarding the above-referenced Product Safety Alert were sent to unit owners. We have not received confirmation that all the units have been updated.

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.

Reference: Service Bulletin SVC2012-088, First Notice for this Product Safety Alert.

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 emailed during the week of June 15, 2015, to dealerships shown in our records which sold units affected by this Alert. Please review the report for accuracy, including:

- Owner and/or address changes;
- if IK00-1736 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 June 21, 2015 at:

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

2. Prior to **ordering Kit** IK00-1736, please check your inventory to determine if you have IK00-1736 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 customer(s) on or about **June 22, 2015**. *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 **June 22, 2015**, via USPS certified/registered mail.

Owner notifications for units in non-English speaking countries will be translated into the primary or official language of that country. Owner notifications for this safety campaign will be translated into the following languages:

- Indonesian
- Spanish

All translated owner notices will also include English owner notification.

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 machine operator and crew. We hope you agree that the safety benefits surpass the inconvenience.

PRODUCT SAFETY DEPARTMENT

Attachment:

IK00-1736 Kit Instructions
First Notice SVC2012-088

Completion Schedule: ☒ Product Safety Alert: Install immediately ☐ 90 days from date of this Bulletin ☐ 180 days from date of this Bulletin ☐ 1 year from date of this Bulletin ☐ Only Units within Standard Limited Warranty Period ☐ N/A	Reimbursement: ☒ Product Safety Alert: Work Completion Certificate Required ☒ All Units Listed Above ☒ Parts ☒ Labor Paid (Labor Code: 9L50) ☐ Only Units within Standard Limited Warranty Period ☐ No Reimbursement
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Internal Reference: TREAD Act Code (Choose one or more codes applicable)	☐	--	Not Applicable	☐	12	Exterior lighting
	☐	02	Suspension	☐	16	Structure
	☐	03	Service brake system, hydraulic	☐	17	Latch
	☒	04	Service brake system, air	☐	19	Tires
	☐	05	Parking brake	☐	20	Wheels
	☐	11	Electrical	☐	21	Trailer hitch

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 IK00-1736: Air Brake Lines Replacement Kit Final Notice		<i>For Dealer Use:</i> <i>Warranty Claim</i> <i>#</i>	
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 3 hours reimbursement for labor from Vermeer Corporation.			
Date Work Completed:			
Work Completed By:			
(Enter Installer's			
Name, Company's			
Name & Address)			
Installer's Signature:	X	Phone #:	
(Name of Installer's Company, Address, and Signature Required)			
Unit Owner's Name:			
Unit Owner's Address:			
(Name of Owner's Company and Address)			

Sample Owner Notification



IMPORTANT SAFETY RECALL

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

June 22, 2015

VIA USPS MAIL

Dear Vermeer «Model» Owner:

Model: «Model»
This notice applies to your vehicle,
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 September 2012 and September 2013, notices were 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.**

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

Our records indicate that the product safety update **may not** have been installed on your Vermeer «Model» 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. 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.**

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 7825

Telephone: 641-621-7825

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.*

According to our records, you currently own a Vermeer «MODEL» Reclaimer. The Model and Serial Number of the «MODEL» 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.

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: SVC2012-088 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>