



SERVICE BULLETIN

Vermeer Corporation

Environmental
Pella, Iowa 50219 USA

FIELD CAMPAIGN SERVICE BULLETIN #:SVC2022-163

DATE: 13 October 2022

CAMPAIGN
TYPE:

Mandatory – Product Safety
DEALER INSTALLATION ONLY

CAMPAIGN
CATEGORY:

Bulletin Only

MACHINE/ ATTACHMENT MODEL(S):	SERIAL NUMBERS:		Kit version
	Included	Excluded	
TLR30HD	2065 – 2080	2073, 2074, 2078, 2080	IK01
TLR30LD	3210 – 3257	3180, 3192, 3193, 3195, 3196, 3221, 3230, 3240 - 3257	IK01

Subject:



TLR30LD and
TLR30HD Safety Chain
Replacement Kit
(IK003175)

Background:

In July 2015 and June 2018, owner notifications were sent regarding the above-referenced product safety recall. We have not received confirmation that all the machines have been updated.

IMPROPER SAFETY CHAIN INSTALLATION SEPARATION FROM TOW VEHICLE POSSIBLE

During manufacturing, the safety chains may not have been installed properly. Incorrect installation of the safety chains may allow the trailer to become unhitched from the tow vehicle.

DEATH OR SERIOUS INJURY POSSIBLE

Death or serious injury is possible if the trailer separates from the tow vehicle while being towed on a public highway. Property or equipment damage is possible.

Reference: Service bulletin SVC2015-127 first notice and service bulletin SVC2018-079 second notice for this product safety recall.

Solution:

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

IK003175 has been created to provide replacement chains and instructions to correctly install and fasten the safety chains. **This kit must be installed as soon as possible.**

Please be reminded that it is a violation of federal law for you to sell or lease the machines covered by this notification until this recall has been performed on these machines. Substantial civil penalties apply to violations of this law.

DEALER PARTICIPATION

REVIEW REPORT, ORDER KITS, CONTACT CUSTOMERS

1. **Reports** will be emailed during the week of October 13, 2022, to dealerships shown in our records which have units in their territory affected by this recall. Please review the report for accuracy, including:
 - **Kit installation status.** If IK003175 has **not** been installed, the report will indicate status of **open**. Please verify your records to determine if the kit has been installed. If installed, please file a claim to confirm installation and request labor reimbursement prior to the owner letter notification mailing date referenced below.
 - **Owner/address information.** If data shown on the report is **not** accurate, submit an equipment registration or business partner update in iWarranty and notify the product safety department on or before **October 26, 2022**, at productsafety@vermeer.com.
2. **Review kits in dealer inventory.** Prior to ordering kits from the parts distribution center, check your inventory to determine if you have IK003175 in stock. Enter kit orders in EzParts as needed. **Do not order more kits than needed for immediate installation.**
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 October 27, 2022. Also refer to Owner Notification section below.

If you have any questions concerning the installation of IK003175, please contact the environmental service department.

REIMBURSEMENT

Kit installation. Upon completion of each kit installation, a campaign warranty claim must be submitted to the warranty department for reimbursement of the cost of parts and labor to install the kit. Labor hours to install: 0.5 hours.

Note: Future notices to dealers and owners are dependent upon the receipt of warranty claims.

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 October 27, 2022, via USPS certified/registered mail. Owner registrations indicate no translations are required for this campaign. The owner letter will only be available in English.

This owner notification/letter instructs the owner **to contact their local dealership** to arrange for a time to have the kit installed. After receiving IK003175 from the Parts Distribution Center, you must **contact your affected customer(s) immediately** and schedule a mutually acceptable time to upgrade their machine(s).

We regret any inconvenience 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.

PRODUCT SAFETY DEPARTMENT

Attachments:

IK003175 Kit instructions
SVC2015-127 First notice

Completion schedule: ☒ Product Safety Alert: Install immediately ☐ 90 days from MM/DD/YYYY ☐ 180 days from MM/DD/YYYY ☐ 1 year from MM/DD/YYYY ☐ Only units within standard limited warranty period ☐ N/A	Reimbursement: ☒ Product Safety Alert ☐ Product Compliance ☒ All units listed above with less than __ hours or warranty start date in the last __ months ☒ 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 applicable codes)	☐	--	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



NHTSA SAFETY RECALL NUMBER 15V-355

Product Safety Department
Vermeer Corporation
1210 Vermeer Rd East
Pella, Iowa 50219 USA
productsafety@vermeer.com

SAMPLE
OWNER
LETTER

October 27, 2022

Dear «MODEL» owner:



IMPORTANT SAFETY RECALL

Final Notice

**TLR30LD and TLR30HD Safety
Chain Replacement Kit
(IK003175)**

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 July 2015 and June 2018, owner notifications were sent regarding the above-referenced product safety recall. We have not received confirmation that all the machines have been updated. To read more about this potential safety hazard, a copy of the first notice is included for your reference. **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 2015 Vermeer «MODEL».

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

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 .5 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»
«SERV_DLR_PHONE»

Telephone:

If the Kit has **been installed**, please contact the product safety department using the contact methods below.

If you no longer own this unit, please notify the product safety department at:

Toll-free: 800-829-0051, option 1

Telephone: 641-621-7060

Email: productsafety@vermeer.com

If possible, please provide the name and address of the new owner. *Note: The model and serial number is shown at the top center of this letter.*

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.

Regards,
PRODUCT SAFETY DEPARTMENT

Enclosure: First notice owner letter – July 14, 2015

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>