



SERVICE BULLETIN

Vermeer Corporation

Environmental

Pella, Iowa 50219 USA

FIELD CAMPAIGN SERVICE BULLETIN #:SVC2023-106

DATE: 8 August 2023

CAMPAIGN TYPE:

Mandatory – Product Safety
DEALER INSTALLATION ONLY

CAMPAIGN CATEGORY:

Bulletin Only

MACHINE/ ATTACHMENT MODEL(S):	SERIAL NUMBERS:		Kit version
	Included	Excluded	
AX19	101, 103 – 105, 107 – 112, 114 – 119, 121 – 156, 158 – 173, 175 – 177, 179 – 234, 236 – 241, 243 – 261, 263 – 272, 274 – 282, 284 – 288, 290 – 294, 296, 297, 299, 300, 301, 303 – 316, 318 – 322, 324 – 342	Units in IK02, IK03, IK04	IK01: Solid Steel Wheels 8 on 6½", 5/8" studs; Heavy Duty Tires 235/75R17.5 LRJ 18 ply; safety sign; tire specification placard decal and English Supplemental Manual
AX19	242	Units in IK01, IK03, IK04	IK02: Solid Steel Wheels 8 on 6½", 5/8" studs; Heavy Duty Tires 235/75R17.5 LRJ 18 ply; safety sign; tire specification placard decal; and English + Translated Supplemental Manual
AX19 Temporary wheel/tire assembly solution (Assembly PN 163759457) previously installed.	157, 174, 178, 235, 262, 273, 283, 289, 295, 298, 302, 317, 323	Units in IK01, IK02, IK04	IK03: Safety sign; tire specification placard decal; and English Supplemental Manual
AX19 Temporary wheel/tire assembly solution (Assembly PN 163759457) previously installed.	NONE (Current location of machines indicate IK04 is not required.)	Units in IK01, IK02, IK03	IK04: Safety sign; tire specification placard decal; and English + Translated Supplemental Manual

Subject:



AX19 Wheel and Tire Assembly Replacement Kit (IK003939)

In July 2020, and March 2022, owner notifications were sent regarding the above-referenced product safety recall. We have not received confirmation that all the machines have been updated.

1. **IK01, IK03:** Order one of these kit versions which includes **English supplemental operator's and maintenance manual** for machines located in the United States, Canada (except for Quebec), Australia, New Zealand and other English-speaking global regions.
2. **IK02, IK04:** Order one of these kit versions which includes **English + translated supplemental operator's and maintenance manuals** for machines located in other global regions.

Additional details regarding kit versions and parts included are shown below.

Background:

Dealers were previously notified on service bulletin SVC2020-052 Rev. 1, SVC2020-056 and SVC2020-057 about a supplier wheel safety defect.

Models	Tire/Wheel Assembly Part Number	Wheel Part Number
AX19	163647422	163647345

**Defective Supplier Wheel
Improper Lug Nut Seat
and Potential Cracks**
Identified by continuously raised lug nut surface



**Properly Manufactured Wheel
Correct Lug Nut Seat**
Identified by raised surface only around lug nut location



These service bulletins provided instructions for:

1. Destruction of dealer inventory for affected part numbers:

2. Install temporary solution (assembly PN 163769457) on units that could not maintain torque and/or tire pressure.
3. Owner notifications to inspect each wheel to determine if supplier wheels were installed and to notify Vermeer Corporation of the inspection results.

POSSIBLE LOSS OF WHEEL AND RISK OF CRASH

Specific wheels (steel rim) with bolt pattern 8 on 6½ inch (165 mm) circle to be used with 5/8” studs provided by a supplier:

- have an incorrect lug nut contact area causing wheel lug nuts to loosen; and/or
- can develop possible cracks causing the tire to lose air pressure.

DEATH OR SERIOUS INJURY

Both conditions may increase the risk of wheel loss and the risk of a crash. **Death or serious injury** is possible. Property damage may also occur.

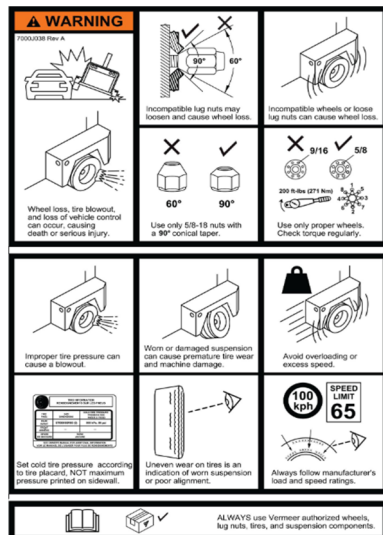
Reference: Service bulletin SVC2020-094 first notice and service bulletin SVC2022-072 second notice for this product safety recall.

Solution:

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

IK003939 has been created to provide the necessary parts and instructions to replace the wheel and tire assembly, install a new safety sign (shown at right), install a new wheel/tire specification placard decal and provide a supplemental operator’s and maintenance manual.

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.



1. Kit versions descriptions and instructions:

a. IK013939: Includes wheels, tires, safety sign, wheel/tire specification placard decal, English supplemental manual	
b. IK023939: Includes wheels, tires, safety sign, wheel/tire specification placard decal, English + translated supplemental manual	
Wheel:	Solid Steel 8 on 6½ inch; 5/8” studs
Tire:	Heavy duty, 235/75R17.5 LRJ (18 ply)
Wheel/lug nut:	5/8-inch 90-degree cone w/ clamp rings
Tire load rating:	4410 lb (2000 kg) at 85 psi (590 kPa)

Destroy wheel and tires. When you remove the supplier's defective steel rim/wheels, these wheels can never be used or sold for any purpose. The wheels must be destroyed:

- Remove the tire from the steel rim/wheel or deflate the tire.
- Torch cut the wheel(s) across the lug nut area.
- Take photo(s) of the destroyed wheel(s) and attach to campaign warranty claim.
- Discard the lug nuts so they can never be used or sold for any purpose.
- The removed, used tires may be retained in your used tire inventory or disposed of. The cost of tire removal and disposal is included in the labor hours.

c. IK033939: NO wheels and tires; Includes safety sign, wheel/tire specification placard decal and English supplemental manual

d. IK043939: NO wheels and tires; Includes safety sign, wheel/tire specification placard decal and English + translated supplemental manual

only for machines that temporary wheel/tire assembly solution (assembly PN 163759457) was previously installed.

Note: AX19 production machines will be equipped with the 17.5 inch wheel/tire assembly identified in this field campaign kit.

DEALER PARTICIPATION

REVIEW REPORT, ORDER KITS, CONTACT CUSTOMERS

1. **Reports** will be emailed during the week of August 8, 2023, 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 IK003939 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 **August 17, 2023**, 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 IK003939 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 August 22, 2023. *Also refer to Owner Notification section below.*

Translated manuals. For those dealers in global locations where English is not the primary/official language, EzParts will require the model and VIN be entered at time of order to enable a translated supplement manual to be provided in the official/primary language. If the translated supplemental

manual is available in the language required at time of order, the translated manual will be shipped with IK02 and IK04 from the Parts Distribution Center. If the translated supplemental manual is not yet available, the translated manual will be sent from product safety department when it becomes available referencing the sales order number of IK02 or IK04, model and VIN.

If you have any questions concerning the installation of IK003939, please contact the environmental service department.

REIMBURSEMENT

Upon completion of each kit installation, a **campaign** warranty claim must be submitted to the corporate warranty department for reimbursement of the cost of parts and labor to install the kit. The campaign warranty claim:

1. Must include photos of destroyed wheels (IK01, IK02 only).
2. Must include a copy of the Work Order if travel is requested.

Labor hours to install IK01 or IK02: **4.0 hours**. Note: Tire disposal is included in the labor hours. No additional reimbursement will be paid.

Labor hours to install IK03 or IK04: **2.0 hours**. No photos for installation of these kit versions are required. Applicable only if temporary wheel solution (assembly PN 163769457) was previously installed.

If dealer assists owner with wheel inspection, dealer will be reimbursed 1.0 hour(s) of labor. Dealer must submit **standard** warranty claim with wheel photos and inspection form attached referencing IK00-3939 in causal part number field.

If a customer submits inspection form directly to Vermeer Corporation, the dealer will not also be paid for a second inspection.

Travel will be paid up to \$200 (\$1 per mile with a \$200 max round trip) with copy of work order attached for retailed machines not in dealer inventory. If dealer repairs more than one machine at same location on one trip, travel will only be paid on one of the models/VINs.

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

OWNER NOTIFICATION

Included at the end of this bulletin is a **sample owner letter** which will be sent by Vermeer Corporation directly to the owners on or about August 15, 2023. Owner letter notifications will be provided in the following languages:

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 IK003939 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 that these corrective measures may cause you. This required work is for safety of the crew, the towing vehicle occupants and others traveling the public roadways. We hope you agree that the safety benefits surpass the inconvenience.

PRODUCT SAFETY DEPARTMENT

Attachments:

IK003939 Kit instructions
SVC2020-094 First notice

<p>Completion Schedule:</p> <p><input checked="" type="checkbox"/> Product Safety Alert: Install immediately</p> <p><input type="checkbox"/> 90 days from MM/DD/YYYY</p> <p><input type="checkbox"/> 180 days from MM/DD/YYYY</p> <p><input type="checkbox"/> 1 year from MM/DD/YYYY</p> <p><input type="checkbox"/> Only Units within Standard Limited Warranty Period</p> <p><input type="checkbox"/> N/A</p>	<p>Reimbursement:</p> <p><input checked="" type="checkbox"/> Product Safety Alert: Work Completion Certificate Required</p> <p><input checked="" type="checkbox"/> All Units Listed Above</p> <p><input checked="" type="checkbox"/> Parts <input checked="" type="checkbox"/> Labor Paid (Labor Code: SB20)</p> <p><input type="checkbox"/> Only Units within Standard Limited Warranty Period</p> <p><input type="checkbox"/> No Reimbursement</p>
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<p>Internal Reference:</p> <p>TREAD Act Code</p> <p><i>(Choose one or more codes applicable)</i></p>	<input type="checkbox"/>	--	Not Applicable	<input type="checkbox"/>	12	Exterior lighting
	<input type="checkbox"/>	02	Suspension	<input type="checkbox"/>	16	Structure
	<input type="checkbox"/>	03	Service brake system, hydraulic	<input type="checkbox"/>	17	Latch
	<input type="checkbox"/>	04	Service brake system, air	<input type="checkbox"/>	19	Tires
	<input type="checkbox"/>	05	Parking brake	<input checked="" type="checkbox"/>	20	Wheels
	<input type="checkbox"/>	11	Electrical	<input type="checkbox"/>	21	Trailer hitch



NHTSA SAFETY RECALL NUMBER 20V-085

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

SAMPLE
OWNER
LETTER



**IMPORTANT
SAFETY
RECALL**

Final Notice
**AX19 Wheel and Tire
Assembly Replacement Kit
(IK003939)**

August 22, 2023

Dear AX19 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 July 2020 and March 2022, 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, which relates to motor vehicle safety, exists in certain model year 2016-2020 Vermeer AX19.

Our records indicate that the product safety update **may not** have been installed on your Vermeer AX19 brush chippers.

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 4.0 hours of labor for IK01 and IK02 and 2.0 hours of labor for IK03 and IK04. 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: «Service_Dealer_Name»
«Serv_Dealer_Add1» «Serv_Dealer_Add2»
«Serv_Dealer_City» «Serv_Dealer_St» «Serv_Dealer_Zip»
«SERV_DEALER_COUNTRY»
Telephone: «Serv_Dealer_Phone»

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. This required work is for safety of the crew, the towing vehicle occupants and others traveling the public roadways. We hope you agree that the safety benefits surpass the inconvenience.

Regards,

PRODUCT SAFETY DEPARTMENT

Enclosure: First notice owner letter – July 30, 2020

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>