



SERVICE BULLETIN

Vermeer Corporation

Environmental
Pella, Iowa 50219 USA

FIELD CAMPAIGN SERVICE BULLETIN #: SVC2022-075 REV. 2 DATE: 16 February 2023

**CAMPAIGN
TYPE:**

Mandatory – Product Safety
DEALER INSTALLATION ONLY

**CAMPAIGN
CATEGORY:**

Kit and Bulletin

Revision 2:

1. The kit instructions are being revised to include information for IK01 on trimming back DEF tank cover to avoid interference.
2. Dealer reports will be sent on February 23, 2023.
3. No owner notifications will be sent to registered owners.

Revision 1:

1. The kit instructions are adding more clear inspection instruction to ensure proper checks for cracks.
2. Dealer reports will be sent on June 23, 2022.
3. Owner letters will be mailed out on July 7, 2022.

MACHINE/ ATTACHMENT MODEL(S):	SERIAL NUMBERS:		Kit version
	Included	Excluded	
AX19	101 – 136	None	IK01
	137 – 219	206	IK02
	1001 – 1068	1020, 1026, 1044 – 1068	IK03
	228, 231, 249	None	IK04
	1044 – 1066	1045, 1048 – 1052, 1054 – 1059, 1063, 1065	IK05
	220 – 342	228, 231, 249	IK06

Subject:



Trailer Frame
Reinforcement Kit
(IK004084 Rev. 2)

Background:

Vermeer Corporation has decided that a defect that relates to motor vehicle safety exists in certain model year 2015 – 2021 Vermeer AX19 brush chipper trailers.

On June 17, 2021, Vermeer Corporation sent an interim notice regarding the above product safety recall. The final remedy kit is now available.

TRAILER FRAME FAILURE MAY OCCUR

A crack(s) can develop in the trailer main frame during brush chipping which can result in severe damage to the brush chipper. If a crack(s) develops and is not identified during the maintenance interval inspections, the frame can bend and/or distort resulting in loss of stability while towing.

DEATH OR SERIOUS INJURY POSSIBLE

When towing the brush chipper on public roadways, **death or serious injury** may result due to the loss of control of the brush chipper and towing vehicle. A frame failure may increase the risk of a crash. Property or equipment damage may also occur.

SOLUTION:

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

IK00-4084 has been created to provide the necessary parts and instructions to add the plate gusset. **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 March 22, 2022, 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 April 4, 2022, at:

Telephone: 641-621-7060

Fax: 641-621-7739

Email: productsafety@vermeer.com

2. **Dealerships order kits** by entering the order into iParts/EzParts. 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.**

Note: Kit installation recommends the use of a spreader bar to prevent damage to the engine shield. If your dealership does not have a spreader bar or means of lifting the engine shield without causing damage, contact environmental service to order part number 163821407: Lifting Device – AX19 Engine POD. Expect a long lead time to receive this part.

3. **Contact your affected customer(s)** to schedule a mutually acceptable time to upgrade their machine(s). **Note:** Letters will be sent to the customer(s) on or about **April 5, 2022**. Also refer to Owner Notification section below.

If you have any questions concerning the installation of IK004084, 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 this kit are as follows:

- IK01: 30 hours
- IK02: 30 hours
- IK03: 32 hours
- IK04: 50 hours
- IK05: 2 hours
- IK06: 32 hours

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 model/VINs.

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 **April 5, 2022**, via USPS certified/registered mail.

- French

All translated owner notices will also include an 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 IK004084 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 safety of the towing vehicle occupants and other drivers and passengers on the public roadways.

PRODUCT SAFETY DEPARTMENT

Attachment:
IK004084 Kit instructions

<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:</p> <p><input checked="" type="checkbox"/> Product Compliance:</p> <p><input checked="" type="checkbox"/> All units listed above with less than __ hours or warranty start date in the last __ months</p> <p style="padding-left: 20px;"><input checked="" type="checkbox"/> Parts <input checked="" type="checkbox"/> Labor paid (Labor code: SB22)</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 applicable codes)</i></p>	<input type="checkbox"/>	--	Not applicable	<input type="checkbox"/>	12	Exterior lighting
	<input type="checkbox"/>	02	Suspension	<input checked="" 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 type="checkbox"/>	20	Wheels
	<input type="checkbox"/>	11	Electrical	<input type="checkbox"/>	21	Trailer hitch




NHTSA SAFETY RECALL NUMBER 21V-270

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

SAMPLE
OWNER
LETTER

April 5, 2022

	IMPORTANT SAFETY RECALL
	First Notice Trailer Frame Reinforcement Kit (IK004084 Rev. 2)
Model: «Model»	
Serial #: «SerialN»	

VIA USPS CERTIFIED/REGISTERED MAIL

Dear «MODEL» owner:

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

Vermeer Corporation has decided that a defect that relates to motor vehicle safety exists in certain model year 2015 – 2021 Vermeer AX19 brush chipper trailers.

On June 17, 2021, Vermeer Corporation sent an interim notice regarding the above product safety recall. The final remedy kit is now available. Owner letters are being sent again to reinforce the importance of having your brush chipper inspected for cracks.

TRAILER FRAME FAILURE MAY OCCUR

A crack(s) can develop in the trailer main frame during brush chipping which can result in severe damage to the brush chipper. If a crack(s) develops and is not identified during the maintenance interval inspections, the frame can bend and/or distort resulting in loss of stability while towing.

DEATH OR SERIOUS INJURY POSSIBLE

When towing the brush chipper on public roadways, **death or serious injury** may result due to the loss of control of the brush chipper and towing vehicle. A frame failure may increase the risk of a crash. Property or equipment damage may also occur.

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

IK00-4084 has been created to provide the necessary parts and instructions to replace the plate gusset. **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 IK00-4084 **at no cost** to you for labor or materials. The installation of this kit is estimated at 30 hours of labor for IK01 or IK02, 32 hours of labor for IK03, 50 hours of labor for IK04, 2 hours of labor for IK05 and 32 hours of labor for IK06. 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»

According to our records, you currently own a Vermeer AX19 brush chipper. The model and serial number of the «MODEL» is shown at the top center of this letter. 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.

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

Regards,

PRODUCT SAFETY DEPARTMENT

Enclosure: Interim owner letter

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>