



	IMPORTANT SAFETY RECALL
Interim Notice	
Trailer Frame Crack Inspection and Temporary Frame Repair Kit (IK00-4078)	

June 17, 2021

Dear «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.

What is the issue?

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.

TRAILER FRAME FAILURE MAY OCCUR

Crack(s) can develop in the trailer main frame **during brush chipping** which can result in severe damage to the brush chipper frame. The maintenance manual requires the machine owner/operator perform a 100-hour machine frame inspection. If crack(s) develop and are not identified during this maintenance frame inspection, the frame can bend and/or distort resulting in loss of stability while towing.

DEATH OR SERIOUS INJURY POSSIBLE

If the brush chipper's trailer main frame is cracked or fails before or during towing of the brush chipper on public roadways, this may increase the risk of a crash due to the loss of control of the brush chipper and towing vehicle. **Death or serious injury is possible.** Property or equipment damage may also occur.

What you should do.

Vermeer Corporation's evaluation indicates cracks may begin to form in the trailer main frame when the machine has **greater than 1,000 engine hours**. A Vermeer team is working diligently on identifying a final field remedy kit. Our goal is to release the final field remedy kit by October 2021. You will receive another letter from Vermeer Corporation when the final remedy kit is available.

Before the final field remedy kit is released, this product safety recall interim notice requires you to:

1. **Complete** the enclosed **Engine Hours Report** and return it to safetyform@vermeer.com. When you return the completed Engine Hours Report, Vermeer product safety department will mail you a Vermeer \$50.00 USD Parts Certificate, to be redeemed at your local Vermeer dealer.
2. For machines with **greater than 1,000 engine hours**, you must **contact your Vermeer dealer** to arrange a mutually agreeable time for the Vermeer dealer to **perform a machine inspection**. Depending on the dealer's inspection results, the following may occur:
 - a. **No visible cracks found.**
 - i. Inspection estimated to take 1 hour.
 - ii. Refer to photos on page 3 of this letter.
 - iii. Perform inspection of frame location identified in photos **every 50 hours or 200 miles**, whichever occurs first, until Vermeer Corporation notifies you by letter that the final field remedy kit is available for your Vermeer dealer to install.

- b. **Cracks less than 1 in (2.54 cm) found.** Your Vermeer dealer will perform a temporary repair consisting of drilling holes in the cracks to reduce material stresses. This temporary repair is estimated at 1 labor hour.
 - c. **Cracks greater than or equal to 1 in (2.54 cm) found with NO frame deformation/distortion.** Your Vermeer dealer will perform a temporary repair consisting of gouging and welding backer plates to the frame to add reinforcement. This temporary repair is estimated at 4 labor hours per frame side. If cracks are found on both the left and right sides, the repair may take up to 8 labor hours.
 - d. **Cracks greater than or equal to 1 in (2.54 cm) found with frame deformation/distortion.** Your Vermeer dealer will notify you that arrangements will be made to replace the current frame with a new replacement frame; however, the replacement frame will require the final remedy kit when it is available. This temporary frame replacement repair is estimated at 55 labor hours. Until the machine's frame has been replaced, the machine may not be towed on public roadways.
3. For machines with **less than 1,000 engine hours**, you must perform inspection of the frame location identified in photos on page 3 of this letter **every 50 hours or 200 miles**, whichever occurs first, until Vermeer Corporation notifies you by letter that the final field remedy kit is available for your Vermeer dealer to install. **If your machine reaches 1,000 engine hours before final field remedy kit is available**, please contact the Vermeer dealer to perform a main frame inspection.

There will be no cost to you for labor or materials of any of the above-described inspections or temporary repairs. If the Vermeer dealer travels to the brush chipper to inspect the machine or perform the temporary repair, costs may be incurred by the owner. **You must have your brush chipper inspected** and, as applicable, the temporary repairs installed.

<p>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»</p> <p style="text-align: center;">Telephone: «Serv_Dealer_Phone»</p>
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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. The required work is for the safety of the towing vehicle occupants and other drivers and passengers on public roadways.

Regards,
PRODUCT SAFETY DEPARTMENT

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 <https://www.safercar.gov>.

**IK00-4078: AX19 FRAME INSPECTION AND TEMPORARY REPAIRS
FRAME LOCATION AND CRACK EXAMPLES**

To machine owners with less than 1,000 hours: Inspect frame for cracks every 50 hours or 200 miles, whichever occurs first. Contact your Vermeer dealer with questions or when you reach 1,000 hours for dealer to perform machine inspection. Vermeer Corporation will notify you by letter when the final field remedy kit is available.

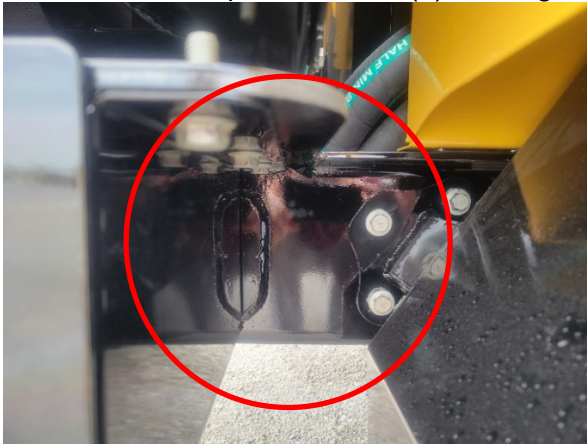
**Photo 1
Potential crack location – left side**



**Photo 2
Potential crack location – right side**



**Photo 3
Potential crack location –left side (near V-cut out in frame)** Engineering analysis indicates the left side may be more susceptible to crack(s) forming.



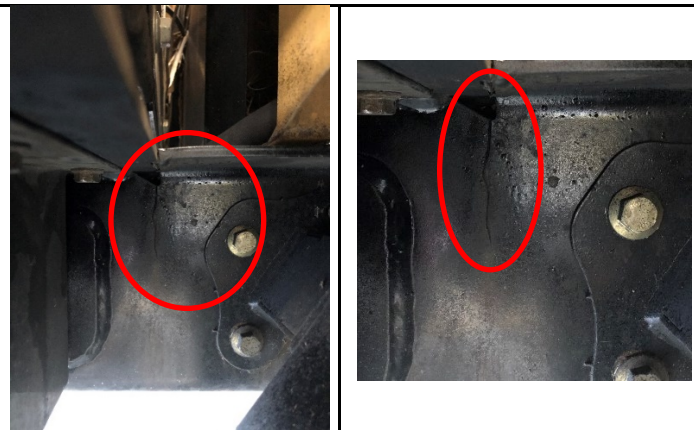
**Photo 4
Potential crack location – right side**




**Photo 5
Crack example: frame horizontal top**



**Photo 6
Crack example: frame vertical center**







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RECALL**

Interim Notice

**Trailer Frame Crack
Inspection and Temporary
Repair (IK00-4078)**

Model: «Model»
This notice applies to your vehicle,
Serial No: «VIN»

MACHINE OWNER ENGINE HOURS REPORT

1. RECORD ENGINE HOURS:	
	Insert engine hours in space above

2. Complete machine owner information below.
3. Email completed form to: safetyform@vermeer.com.
4. If engine hours are **greater than 1,000 hours**, contact Vermeer dealer. The Vermeer dealer contact information is contained in the letter mailed with this report.
5. If engine hours are **less than 1,000 hours**, perform inspection of frame every 50 hours or 200 miles, whichever occurs first, as shown in photos on page 3 of the letter.

Contact name:	«MERGE»	
Contact email:		
Company:	«MERGE»	
Address:	«MERGE»	
City, state/province, postal code, country:	«MERGE»	
Completed by:	X	
	Print name:	Date

Update any of the above machine owner information as needed.

Questions about the product safety recall? Please contact your local Vermeer dealer.

Questions about returning this Engine Hours Report? Contact product safety department, Vermeer Corporation
 Email: productsafety@vermeer.com • Toll-free: 800-829-0051, option 1 • Telephone: 641-621-7060

Thank you for your cooperation in returning this report to Vermeer Corporation.