



SERVICE BULLETIN

Vermeer Corporation

Trenchless
Pella, Iowa 50219 USA

**FIELD CAMPAIGN
SERVICE BULLETIN #**

SVC2022-111

DATE:

7 June 2022

**CAMPAIGN
TYPE:**

Mandatory – Product Safety

**CAMPAIGN
CATEGORY:**

Bulletin Only

MACHINE/ ATTACHMENT MODEL(S):	SERIAL NUMBERS		Kit Version
	Included	Excluded	
R9X12T	101 – 163	None	IK01

Subject:



**R9X12T Strike Alert Wire
Harness Replacement
(IK00-3337)**

Background:

RECLAIMER STRIKE ALERT ALARM WILL NOT SOUND

In April 2017 and July 2018, notice regarding the above-referenced product safety alert was sent to unit owners. We have not received confirmation that all the units have been updated.

If reclaimer is attached to a Vermeer drill that strikes an energized power line, the alarm will not sound on the reclaimer. Touching the reclaimer or the drill may result in electric shock. Electrocution is possible.

DEATH OR SERIOUS INJURY POSSIBLE

If an electrical strike occurs and jobsite personnel do not hear the striker alert alarm sound, electrocution could occur to uninformed jobsite personnel resulting in **death or serious injury**.

Reference: Service bulletin SVC2017-047, first notice and service bulletin SVC2018-090 second notice for this product safety alert.

Solution:

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

IK00-3337 has been created to provide an updated wire harness for the reclaimer. This harness will allow the alarm on the reclaimer to alert nearby personnel of a possible electrical strike. **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 7, 2022, to dealerships shown in our records which have units in their territory affected by this alert. Please review the report for accuracy, including:
 - **Kit installation status.** If IK00-3337 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 **June 20, 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 IK00-337 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 customer(s) on or about **June 21, 2022**. Also refer to Owner Notification section below.

If you have any questions concerning the installation of IK00-3337, please contact the trenchless service department.

REIMBURSEMENT

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: .5 hour(s).

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 June 21, 2022. Owner letter notifications will be provided in the following languages:

• Indonesian	• Spanish
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All translated owner letters will also include the owner letter 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 IK00-3337 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 jobsite personnel. We hope you agree the safety benefits surpass the inconvenience.

PRODUCT SAFETY DEPARTMENT

Attachments:

IK00-3337 Kit instructions

SVC2017-047 First notice

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: SB17) ☐ Only Units within Standard Limited Warranty Period ☐ No Reimbursement
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Internal Reference: TREAD Act Code <i>(Choose one or more codes applicable)</i>	☒	--	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



Sample
Owner
Letter

June 21, 2022

Dear Vermeer «MODEL» Owner:



PRODUCT SAFETY ALERT

Final Notice

R9X12T Strike Alert Wire Harness Replacement Kit (IK00-3337)

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

Model: «Model»

Serial No: «VIN»

In May 2017 and July 2018, notice was 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.**

Our records indicate that the product safety update **may not** have been installed on your Vermeer R9X12T 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 .5 hour(s) 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: «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 to inform us what dealership completed the installation 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
E-mail: 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 jobsite personnel. We hope you agree that the safety benefits surpass the inconvenience.

Regards,
PRODUCT SAFETY DEPARTMENT

Enclosure: First notice owner letter – May 2, 2017