



SERVICE BULLETIN

Vermeer Corporation

Environmental
Pella, Iowa 50219 USA

FIELD CAMPAIGN SERVICE BULLETIN #:SVC2022-131 DATE: **7 July 2022**

CAMPAIGN
TYPE:

Mandatory-Product Safety
DEALER INSTALLATION ONLY

CAMPAIGN
CATEGORY:

Kit and Bulletin

MACHINE/ ATTACHMENT MODEL(S):	SERIAL NUMBERS:		Kit version
	Included	Excluded	
HG6800TX	1036 – 1043	None	IK01
WC2500TX	1011 – 1012	None	IK01

SUBJECT:



Remote Control
Connection Loss
Software Upgrade Kit
(IK004222)

BACKGROUND:

REMOTE CONTROL FUNCTIONS MAY NOT STOP AS EXPECTED

While operating the machine with the remote control **and** the radio connection is lost, machine functions will not stop as quickly as expected.

Prior to the installation of the field remedy kit (IK004222) by your Vermeer dealer, the operator must allow for increased stopping time for remote control functions.

DEATH OR SERIOUS INJURY POSSIBLE

If the remote control function(s) does not stop as expected, the operator or crew member may be struck resulting in **death or serious injury**. Property damage may also occur.

SOLUTION:

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

IK004222 has been created to provide the necessary parts and instructions to update software to reduce the remote control function stop time when the radio connection is lost. **The 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 July 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 owner and/or address changes.

If the information contained in the report is **not** correct, please notify the product safety department on or before July 20, 2022, at:

Telephone: 641-621-7060

Fax: 641-621-8562

Email: productsafety@vermeer.com

2. **Ordering Required Cables:**

- a. If your dealership has the necessary cables to download software, as shown in IK004222 kit instructions, you can find the software needed to download from Dealer Center → Product Support → Field Campaigns.
- b. If your dealership does not have the necessary cables to download software, as show in IK004222 kit instructions, order the required cables directly from the Part Distribution Center.

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 **July 21, 2022**. Also refer to Owner Notification section below.

If you have any questions concerning the installation of IK004222, 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: 1 hour.

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 **July 21, 2022**, via USPS certified/registered mail. Owner notice translations will be provided in the following languages:

- French

All translated owner notices will also include owner notification 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 the necessary cable, if needed, 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 operator or crew members.

PRODUCT SAFETY DEPARTMENT

Attachment:
IK004222 Kit instructions

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: ☒ All units listed above ☐ Parts ☒ Labor paid (Labor code: SB22) ☐ Only units within standard limited warranty period ☐ No reimbursement
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Internal reference: TREAD Act Code <i>(Choose one or more applicable codes)</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

Dealer Distribution: ☐ Domestic ☐ International ☒ Both



SAMPLE
OWNER
LETTER



PRODUCT SAFETY ALERT

First Notice

Remote Control Connection Loss Software Upgrade Kit (IK00-4222)

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

July 21, 2022

Model: «Model»

Serial #: «SerialN»

Dear «MODEL» owner:

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

REMOTE CONTROL FUNCTIONS MAY NOT STOP AS EXPECTED

While operating the machine with the remote control **and** the radio connection is lost, machine functions will not stop as quickly as expected.

Prior to the installation of the field remedy kit (IK00-4222) by your Vermeer dealer, the operator must allow for increased stopping time for remote control functions.

DEATH OR SERIOUS INJURY POSSIBLE

If the remote control function(s) does not stop as expected, the operator or crew member may be struck resulting in **death or serious injury**. Property damage may also occur.

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

IK00-4222 has been created to provide the necessary parts and instructions to update software to reduce the remote control function stop time when the radio connection is lost. **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 IK00-4222 at no cost to you for labor or materials. 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 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 that these corrective measures may cause you. The required work is for the safety of the operator or crew members.

Regards,

PRODUCT SAFETY DEPARTMENT