



SERVICE BULLETIN

Vermeer Corporation

Environmental
Pella, Iowa 50219 USA

FIELD CAMPAIGN SERVICE BULLETIN #:SVC2026-029

DATE: 2026 February 10

CAMPAIGN
TYPE:

Mandatory - Product Safety
DEALER INSTALLATION ONLY

CAMPAIGN
CATEGORY:

Kit and Bulletin

MACHINE/ ATTACHMENT MODEL(S):	SERIAL NUMBERS:		Kit version
	Included	Excluded	
HG4000G2	101 – 50093	None	IK01

Subject:



Machine Software
Update Kit
(IK004752)

Background:

**MILL/DRUM BELT TENSION AND SCREEN HOIST FUNCTIONS WILL
UNINTENTIONALLY LATCH ON WHEN ACTIVATED FROM GROUND
STATION DISPLAY**

When operating the mill/drum belt tension control or screen hoist controls from the ground station auxiliary function screen, each function will continue to operate after the operator releases the intended screen icon.

DEATH OR SERIOUS INJURY POSSIBLE

If machine movement continues, the machine component in motion can strike and crush the operator, crew member(s), or maintenance personnel, resulting in **death or serious injury**. Property damage may also occur.

Solution:

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

IK004752 has been created to provide the necessary instructions to update the machine software. **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 February 10, 2026, 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 February 23, 2026, 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 IK004752 kit instructions, you can find the software needed to download from VermeerOne → Service → Field Campaigns.
 - b. If your dealership does not have the necessary cables to download software, as shown in IK004762 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 **February 24, 2026**. *Also refer to Owner Notification section below.*

If you have any questions concerning the installation of IK004752, 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: 1.0 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 February 24, 2026, via USPS certified/registered mail. Owner notice translations will be provided in the following languages:

• Czech	• Italian
• Dutch	• Polish
• Finnish	• Spanish
• French	• Swedish
• German	

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 IK004752 from the parts distribution center, you must contact your affected customer(s) immediately and schedule a mutually acceptable time to upgrade their machine.

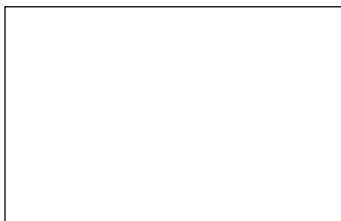
We regret any inconvenience these corrective measures may cause you. This required work is for the safety of the operator, crew member(s), and maintenance personnel.

PRODUCT SAFETY DEPARTMENT

Attachment:
IK004752 Kit Instructions

Completion schedule: ☒ Product Safety Alert: Install immediately ☐ Product Compliance Alert: Install immediately ☐ 180 days from the date of this bulletin ☐ 1 year from the date of this bulletin ☐ N/A	Reimbursement: ☒ Product Safety Alert ☐ Product Compliance Alert ☒ All units listed above ☒ Parts ☒ Labor paid (Labor code: SB26) ☐ No reimbursement
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Internal reference: TREAD Act Code (Choose one or more applicable codes)	☒	--	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





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

SAMPLE
OWNER
LETTER

February 24, 2026

Dear HG4000G2 owner:

According to our records, you currently own a Vermeer HG4000G2 horizontal grinder. The Model and Serial number are shown at the top center of this letter.

MILL/DRUM BELT TENSION AND SCREEN HOIST FUNCTIONS WILL UNINTENTIONALLY LATCH ON WHEN ACTIVATED FROM GROUND STATION DISPLAY

When operating the mill/drum belt tension control or screen hoist controls from the ground station auxiliary function screen, each function will continue to operate after the operator releases the intended screen icon.

DEATH OR SERIOUS INJURY POSSIBLE

If machine movement continues, the machine component in motion can strike and crush the operator, crew member(s), or maintenance personnel, resulting in **death or serious injury**. Property damage may also occur.

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

IK004752 has been created to provide the necessary instructions to update the machine software. **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 IK004752 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 operator, crew member(s), and maintenance personnel.

Regards,
PRODUCT SAFETY DEPARTMENT