



SERVICE BULLETIN # SVC2012-075 DATE: 27 July 2012

Machine/Attachment: Serial Numbers Involved:

TLR30

157, 158, 183, 199, 204, 205, 215, 216, 235, 236, 238, 254,
255, 274 – 277, 320 – 322, 340, 341, 359, 409 – 412, 421 –
424, 437, 438, 444 – 446, 468, 498, 499, 537, 529 - 541

Subject:



**TLR30 Spare Tire Mount
Replacement Kit
(IK01-1154)**

Background:

SPARE TIRE MOUNT FAILURE MAY OCCUR

In May 2005 and August 2007, notices regarding the above-referenced Product Safety Alert were sent to unit owners. We have not received confirmation that all the units have been updated.

Dynamic stresses in the spare tire mount during roading can result in failure of the mount and complete separation of the spare tire from the trailer.

DEATH OR SERIOUS INJURY POSSIBLE

Death or serious injury is possible if spare tire mount fails while the trailer is being towed on a public roadway and the separated tire results in a vehicle collision or strikes a pedestrian.

Reference: Service Bulletin SVC2005-045, First Notice for this Product Safety Alert.

Solution:

DEALER PARTICIPATION

IK01-1154 has been created to provide the necessary parts and instructions for replacing the spare tire mount with a more robust mount. **This kit must be installed as soon as possible.**

NOTE: Trailers with a spare tire mount that were ordered under Spare Tire Carrier Bundle, P/N 266040001, for installation on previously purchased trailers (versus the above identified trailers which had the spare tire mount ordered as Sales Code TLR30255) are included in this Alert.

REVIEW REPORT, ORDER KITS, CONTACT CUSTOMERS

1. **Reports** will be faxed during the week of July 23, 2012, to dealerships shown in our records which sold units affected by this Alert. Please review the report for accuracy, including:

- Owner and/or address changes;
- if IK01-1154 has **not** been installed according to Work Completion Certificates received by the Product Safety Department, the report will indicate “**OPEN**”. Please verify your records to determine if the Kit has been installed. If installed, please submit a Work Completion Certificate to Product Safety Department to confirm installation and request labor reimbursement prior to the owner mailing referenced below.

If the information contained in the Report is **NOT** correct, please notify the **Product Safety Department** on or before August 2, 2012, at:

Telephone: 641-621-7060
Fax: 641-621-7739
Email: productsafety@vermeer.com

2. Prior to **ordering Kit** IK01-1154 from the **Product Safety Department**, please check your inventory to determine if you have IK01-1154 in stock. Orders must be submitted by contacting Product Safety Department by telephone, fax or email.
 - by Phone: 641-621-7825
 - by Fax: 641-621-7739
 - by E-mail: @productsafety@vermeer.com

When placing the Kit Order(s), you must provide:

- 17-digit VIN of the unit;
- Requested method of shipment.

If this information is not included, the processing of your order may be delayed. Product Safety Department will coordinate the shipment of IK01-1154 with the Parts Center.

3. **Contact** your affected customer(s) to schedule a mutually acceptable time to upgrade their machine. **Note:** Letters will be sent to the customers on or about August 3, 2012. *Also refer to Owner Notification section below.*

If you have any questions concerning the installation of IK01-1154, please contact the Underground Utility Service Department.

PARTS AND LABOR REIMBURSEMENT REIMBURSEMENT

Upon completion of each Kit installation, a Warranty Claim must be submitted to the Corporate Warranty Department for reimbursement of the cost of the Kit. Parts reimbursement will not be paid until receipt of Work Completion Certificate indicating that the Kit was installed.

Both documents (Claim and Work Completion Certificate) must be received prior to reimbursement of the parts or labor for this product safety alert.

For those dealers using iWarranty, please submit the Campaign Warranty Claim online and attach the Work Completion Certificate to the claim.

A Work Completion Certificate is attached below which indicates the labor hours. **Note:** Future notices to dealers and owners are dependent upon the receipt of Work Completion Certificates by Product Safety Department.

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 **August 3, 2012**.

Owner notifications will not be translated for this safety campaign as our records currently indicate that all units are in dealer inventory, located in countries where translation is not required by law, or located in English speaking countries.

This owner notification/letter instructs the owner to contact their local dealership to arrange for a time to have the Kit installed. After receiving IK01-1154 from the Parts Center, you must contact your affected customer(s) immediately and schedule a mutually acceptable time to upgrade their machine.

We regret any inconvenience that these corrective measures may cause you. This required work is for safety of the machine operator and crew. We hope you agree that the safety benefits surpass the inconvenience.

PRODUCT SAFETY DEPARTMENT

Attachments:

IK01-1154 Kit Instructions
First Notice SVC2005-045

For Reference:	Primary Part Number(s) 266040001, 26906001	For Model(s) TLR30
TREAD Act Code: <i>(Choose one or more codes applicable)</i>	<input type="checkbox"/> -- Not Applicable <input type="checkbox"/> 02 Suspension <input type="checkbox"/> 03 Service brake system, hydraulic <input type="checkbox"/> 04 Service brake system, air <input type="checkbox"/> 05 Parking brake <input type="checkbox"/> 11 Electrical	<input type="checkbox"/> 12 Exterior lighting <input type="checkbox"/> 16 Structure <input type="checkbox"/> 17 Latch <input checked="" type="checkbox"/> 19 Tires <input type="checkbox"/> 20 Wheels <input type="checkbox"/> 21 Trailer hitch

Priority: <input checked="" type="checkbox"/> Mandatory <input type="checkbox"/> Recommended <input type="checkbox"/> Information only	Completion Schedule: <input type="checkbox"/> 30 days from date of this bulletin <input type="checkbox"/> 90 days from date of this bulletin <input type="checkbox"/> 180 days from date of this bulletin <input type="checkbox"/> Only Units within Standard Limited Warranty Period <input checked="" type="checkbox"/> Product Safety Alert: Install immediately <input type="checkbox"/> N/A
Dealer Distribution: <input type="checkbox"/> Domestic <input type="checkbox"/> International <input checked="" type="checkbox"/> Both	Reimbursement: <input type="checkbox"/> Only Units within Standard Limited Warranty Period <input checked="" type="checkbox"/> Product Safety Alert: Work Completion Certificate Required <input checked="" type="checkbox"/> All Serial Numbers Listed Above <input checked="" type="checkbox"/> Parts <input checked="" type="checkbox"/> Labor Paid(Labor Code: 9L50) <input type="checkbox"/> No Reimbursement

Return completed Work Completion Certificate for labor credit to:
 Product Safety Department: FAX: 641-621-7739
 EMAIL: productsafety@vermeer.com
 OR submit via Iwarranty CAMPAIGN CLAIM

WORK COMPLETION CERTIFICATE		<i>For Dealer Use:</i>	
IK01-1154: TLR30 Spare Tire Mount Replacement Kit		<i>Warranty Claim</i>	
Final Notice		#	
17-Digit Serial Number is required			
TLR30	_ _ _ _ _		
I have properly installed the parts according to the Kit's written instructions and am returning this Certificate with the understanding that the Installer's Company will receive 1.25 hours reimbursement for labor from Vermeer Corporation.			
Date Work Completed:			
Work Completed By: <i>(Enter Installer's Name, Company's Name & Address)</i>			
Installer's Signature:	X	Phone #:	
	<i>(Name of Installer's Company, Address, and Signature Required)</i>		
Unit Owner's Name:			
Unit Owner's Address:			
	<i>(Name of Owner's Company and Address)</i>		

Sample Owner Notification

August 3, 2012

VIA USPS MAIL

Dear Vermeer TLR30 Trailer Owner:

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

In May 2005 and August 2007, notices were 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 or Second Notice, this will be your First Notice.**

Our records indicate that the product safety update **may not** have been installed on your Vermeer TLR30 trailer.

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. 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:	«SERV_DLR_NAME» «SERV_DLR_ADD1» «SERV_DLR_CITY STATE ZIP» «SERV_DLR_COUNTRY»
Telephone:	«SERV_DLR_PHONE»

If the Kit has **been installed**, please contact the Product Safety Department to inform us what dealership performed the upgrade so we may update our records:

Toll Free: 800-829-0051, extension 7060

Telephone: 641-621-7060

Email: productsafety@vermeer.com

Please provide your unit's Model and Serial Number when contacting us. *Note: The Model and Serial Number is shown at the top right corner of this letter.*

If you no longer own this machine, please notify the Product Safety Department. If possible, please provide the name and address of the new owner.

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

	PRODUCT SAFETY ALERT
Final Notice TLR30 Spare Tire Mount Replacement Kit (IK01-1154)	

Model:	«Model»
Serial No:	«VIN»

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY:1-800-424-9153); or go to: <http://www.safercar.gov>.

Very truly yours,

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.

Enclosure: May 2005 First Notice