



Vermeer Corporation

Trenchless
Pella, IA 50219 USA

**FIELD CAMPAIGN
SERVICE BULLETIN #**

SVC2014-589

DATE: 05 September 2014

**CAMPAIGN
TYPE:**

- | | |
|---|--|
| <input checked="" type="checkbox"/> Mandatory - Product Safety | <input type="checkbox"/> Special Consideration (Fix-as-Fail) |
| <input type="checkbox"/> Mandatory | <input type="checkbox"/> Special Consideration (Information Only) |
| <input type="checkbox"/> Recommended | <input type="checkbox"/> Free Product Safety Mailing |

MACHINE / ATTACHMENT MODEL(S):	Serial Numbers	
	Included	Excluded
R9X12T	101 – 147	146
R600HC	None	100 – 101
R400T	98 – 106	99, 102 – 106

Subject:

 <p>PRODUCT SAFETY RECALL</p> <p>FIRST NOTICE</p>
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**Reclaimer Pivot Bolt Kit
IK00-3061**

Background:

POSSIBLE PARTIAL AXLE SEPARATION

During manufacturing, the weld that provides the secondary method of securing the pivot bolts to the axle may not have been properly completed.

DEATH OR SERIOUS INJURY POSSIBLE

If the weld fails and the pivot bolts become loose, the axle may partially separate from the frame. If partial separation occurs, loss of control of the reclaimer and towing vehicle may occur. **Death or serious injury is possible.** Property or equipment damage is also possible.

Solution:

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

IK00-3061 has been created to provide the necessary parts and instructions to

inspect the weld. If the inspection finds that the weld was not properly completed, new pivot bolts will be installed and the bolts secured with a new weld.

DEALER PARTICIPATION

REVIEW REPORT, ORDER KITS, CONTACT CUSTOMERS

1. **Reports will be emailed** during the week of September 5, 2014, 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 September 8, 2014 at:

Telephone: 641-621-7060

Fax: 641-621-7739

Email: productsafety@vermeer.com

2. **Dealership Order Kits** by entering the order into iParts.
 - a. Each dealership should determine the quantity of Kits to order initially depending upon the number of units that may be available for immediate upgrade. **Do not order more Kits than needed for immediate installation.**
 - b. When entering the order into iParts, you will need to identify:
 - 17-digit VIN of the unit
 - Order type: FSAF, SSAF, ESAF

Questions regarding the ordering process, may be directed to:

by Email: productsafety@vermeer.com

by Phone: 641-621-7825

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 **September 8, 2014**. *Also refer to Owner Notification section below.*

If you have any questions concerning the installation of IK00-3061, please contact the Trenchless Service Department.

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. The Work Completion Certificate indicating that the Kit was installed must also be submitted. 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 submitting warranty claims via iWarranty, please submit a campaign claim with the Work Completion Certificate attached 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 **September 8, 2014**, via USPS certified/registered mail.

Owner notifications for units in non-English speaking countries will be translated into the primary or official language of that country. Owner notifications for this safety campaign will be translated into the following languages:

- Arabic
- French
- Indonesian
- Spanish

All translated owner notices will also include English owner notification.

This owner notification/letter instructs the owner **to contact their local dealership** to arrange for a time to have the Kit installed. After receiving IK00-3061 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 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 DEPARTMENT

Attachment:

IK00-3061 Kit Instructions

<p>Completion Schedule:</p> <p><input checked="" type="checkbox"/> Product Safety Alert: Install immediately</p> <p><input type="checkbox"/> 90 days from date of this Bulletin</p> <p><input type="checkbox"/> 180 days from date of this Bulletin</p> <p><input type="checkbox"/> 1 year from date of this Bulletin</p> <p><input type="checkbox"/> Only Units within Standard Limited Warranty Period</p> <p><input type="checkbox"/> N/A</p>	<p>Reimbursement:</p> <p><input checked="" type="checkbox"/> Product Safety Alert: Work Completion Certificate Required</p> <p><input checked="" type="checkbox"/> All Units Listed Above</p> <p style="padding-left: 20px;"><input checked="" type="checkbox"/> Parts <input checked="" type="checkbox"/> Labor Paid (Labor Code: 9L50)</p> <p><input type="checkbox"/> Only Units within Standard Limited Warranty Period</p> <p><input type="checkbox"/> No Reimbursement</p>
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<p>Internal Reference:</p> <p>TREAD Act Code</p> <p><i>(Choose one or more codes applicable)</i></p>	<input type="checkbox"/>	--	Not Applicable	<input type="checkbox"/>	12	Exterior lighting
	<input checked="" type="checkbox"/>	02	Suspension	<input type="checkbox"/>	16	Structure
	<input type="checkbox"/>	03	Service brake system, hydraulic	<input type="checkbox"/>	17	Latch
	<input type="checkbox"/>	04	Service brake system, air	<input type="checkbox"/>	19	Tires
	<input type="checkbox"/>	05	Parking brake	<input type="checkbox"/>	20	Wheels
	<input type="checkbox"/>	11	Electrical	<input type="checkbox"/>	21	Trailer hitch

Return completed Work Completion Certificate for labor credit to:
Product Safety Department: ATTACH to iWarranty Campaign Claim
FAX: 641-621-7739
EMAIL: productsafety@vermeer.com

WORK COMPLETION CERTIFICATE IK00-3061: Reclaimer Pivot Bolt Kit First Notice		<i>For Dealer Use:</i> Warranty Claim #	
17-Digit Serial Number is required			
<input type="checkbox"/> R9X12T <input type="checkbox"/> R600HC <input type="checkbox"/> R400T	-----		
<input type="checkbox"/> I have inspected the bolts and the welds are there and will receive 0.25 hours reimbursement OR <input type="checkbox"/> I have properly installed the parts according to the Kit's written instructions because the welds were missing and am returning this Certificate with the understanding that the Installer's Company will receive 1.5 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 Letter



September 8, 2014

VIA USPS CERTIFIED/REGISTERED MAIL

Dear «MODEL» Owner:

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

Vermeer has decided that a defect, that relates to motor vehicle safety, exists in certain model year 2010-2014 Vermeer «MODEL».

POSSIBLE PARTIAL AXLE SEPARATION

During manufacturing, the weld that provides the secondary method of securing the pivot bolts to the axle may not have been properly completed.

DEATH OR SERIOUS INJURY POSSIBLE

If the weld fails and the pivot bolts become loose, the axle may partially separate from the frame. If partial separation occurs, loss of control of the reclaimer and towing vehicle may occur, increasing the risk of a crash and personal injury. Property or equipment damage is also possible.

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

Bolt kit IK00-3061 has been created to provide the necessary parts and instructions to inspect the weld. If the inspection finds that the weld was not properly completed, new pivot bolts will be installed and the bolts secured with anew weld. **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 IK00-3061 **at no cost** to you for labor or materials. The installation of this kit is estimated at 1.5 hours 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: «SERV_DLR_NAME»
«SERV_DLR_ADD1»
«SERV_DLR_CITY STATE ZIP»
«SERV_DLR_COUNTRY»
Telephone: «SERV_DLR_PHONE»

According to our records, you currently own a Vermeer «MODEL» Reclaimer. The Model and Serial Number of the «MODEL» is shown at the top right of this letter. If you no longer own this unit, please notify the Product Safety Department at:

Toll Free: 800-829-0051, extension 7060

Telephone: 641-621-7060

E-mail: 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 towing vehicle occupants and other drivers and passengers traveling on the public roadways. We hope that you agree that the safety benefits surpass the inconvenience.

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.

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 <http://www.safercar.gov>