



# SERVICE BULLETIN

## Vermeer Corporation

Environmental  
Pella, IA 50219 USA

**FIELD CAMPAIGN  
SERVICE BULLETIN #**

**SVC2020-094**

**DATE:**

**16 July 2020**

**CAMPAIGN  
TYPE:**

**Mandatory-Product Safety**

**DEALER INSTALLATION ONLY**

**CAMPAIGN  
CATEGORY:**

**Kit and Bulletin**

**Subject:**



**PRODUCT  
SAFETY  
RECALL  
FIRST NOTICE**

**AX19 Wheel and Tire  
Assembly Replacement  
Kit (IK00-3939)**

***Field remedy now available.***

1. **IK01, IK03:** Order one of these kit versions which includes **English Supplemental Operator's and Maintenance Manual** for machines located in the United States, Canada (except for Quebec), Australia, New Zealand, and other English-speaking global regions.
2. **IK02, IK04:** Order one of these kit versions which includes **English + translated Supplemental Operator's and Maintenance Manuals** for machines located in other global regions.

Additional details regarding kit versions and parts included are shown below.

MACHINE / ATTACHMENT MODEL (S):	Serial Numbers		Kit Version
	Included	Excluded	
AX19	101, 103-105, 107-112, 114-119, 121-156, 158-173, 175-177, 179-234, 236-241, 243-261, 263-272, 274-282, 284-288, 290-294, 296, 297, 299, 300, 301, 303-316, 318-322, 324-342	Units in IK02, IK03, IK04	<b>IK01: Solid Steel Wheels</b> 8 on 6½", 5/8" studs; <b>Heavy Duty Tires</b> 235/75R17.5 LRJ 18 ply; safety sign; tire specification placard decal and <b>English Supplemental Manual</b>

MACHINE / ATTACHMENT MODEL (S):	Serial Numbers		Kit Version
	Included	Excluded	
<b>AX19</b>	<b>242</b>	<b>Units in IK01, IK03, IK04</b>	<b>IK02: Solid Steel Wheels</b> 8 on 6½", 5/8" studs; <b>Heavy Duty Tires</b> 235/75R17.5 LRJ 18 ply; safety sign; tire specification placard decal; and <b>English + translated</b> Supplemental Manual
<b>AX19</b> Temporary wheel/tire assembly solution (Assembly PN 163759457) previously installed.	<b>157, 174, 178, 235, 262, 273, 283, 289, 295, 298, 302, 317, 323</b>	<b>Units in IK01, IK02, IK04</b>	<b>IK03:</b> Safety sign; tire specification placard decal; and <b>English</b> Supplemental Manual
<b>AX19</b> Temporary wheel/tire assembly solution (Assembly PN 163759457) previously installed.	<b>NONE (Current location of machines indicate IK04 is not required.)</b>	<b>Units in IK01, IK02, IK03</b>	<b>IK04:</b> Safety sign; tire specification placard decal; and <b>English + Translated</b> Supplemental Manual

**Background:**

Dealers were previously notified on Service Bulletin SVC2020-052Rev1, SVC2020-056 and SVC2020-057 about a supplier wheel safety defect.

Models	Tire/Wheel Assembly Part Number	Wheel Part Number
<b>AX19</b>	163647422	163647345

**Defective Supplier Wheel  
Improper Lug Nut Seat  
and Potential Cracks**

Identified by continuously raised lug nut surface



**Properly Manufactured Wheel  
Correct Lug Nut Seat**

Identified by raised surface only around lug nut location



These Service Bulletins provided instructions for:

1. Destruction of dealer inventory for affected part numbers:
2. Install temporary solution (Assembly PN 163769457) on units that could not maintain torque and/or tire pressure.
3. Owner notifications to inspect each wheel to determine if supplier wheels were installed and to notify Vermeer Corporation of the inspection results.

**POSSIBLE LOSS OF WHEEL AND RISK OF CRASH**

Specific wheels (steel rim) with bolt pattern 8 on 6½ inch (165 mm) circle to be used with 5/8” studs provided by a supplier:

- have an incorrect lug nut contact area causing wheel lug nuts to loosen; and/or
- can develop possible cracks causing the tire to lose air pressure.

### DEATH OR SERIOUS INJURY POSSIBLE

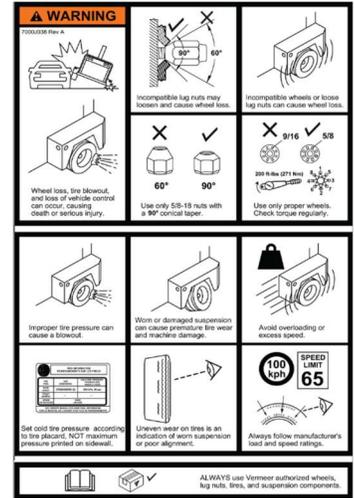
Both conditions may increase the risk of wheel loss and the risk of a crash. **Death or serious injury** is possible. Property damage may also occur.

#### Solution:

#### IMMEDIATE MACHINE MODIFICATIONS REQUIRED

IK00-3939 has been created to provide the necessary parts and instructions to replace the wheel and tire assembly, install a new safety sign (shown at right), install a new wheel/tire specification placard decal and provide a Supplemental Operator’s and Maintenance Manual.

Please be reminded that it is a violation of Federal law for you to sell or lease the machines covered by this notification until this recall has been performed on these machines. Substantial civil penalties apply to violations of this law.



#### 1. Kit versions descriptions and instructions:

<b>a.</b> IK01-3939: Includes wheels, tires, safety sign, wheel/tire specification placard decal, English supplemental manual	
<b>b.</b> IK02-3939: Includes wheels, tires, safety sign, wheel/tire specification placard decal, English + translated supplemental manual	
Wheel:	Solid Steel 8 on 6½ inch; 5/8” studs
Tire:	Heavy duty, 235/75R17.5 LRJ (18 ply)
Wheel/lug nut:	5/8-inch 90-degree cone w/ clamp rings
Tire load rating:	4410 lb (2000 kg) at 85 psi (590 kPa)
<p>Destroy wheel and tires. When you remove the supplier defective steel rim/wheels, these wheels can never be used or sold for any purpose. The wheels <b>MUST</b> be destroyed:</p> <ul style="list-style-type: none"> <li>○ Remove the tire from the steel rim/wheel or deflate the tire.</li> <li>○ Torch cut the wheel(s) across the lug nut area.</li> <li>○ Take photo(s) of the destroyed wheel(s) and attach to campaign warranty claim.</li> <li>○ Discard the lug nuts so they can never be used or sold for any purpose.</li> <li>○ The removed used tires may be retained in your used tire inventory or disposed of. The cost of tire removal and disposal is included in the labor hours.</li> </ul>	
<b>c.</b> IK03-3939: NO wheels and tires; Includes safety sign, wheel/tire specification placard decal and English supplemental manual	

d. IK04-3939: NO wheels and tires; Includes safety sign, wheel/tire specification placard decal and English + translated Supplemental Manual

ONLY for machines that Temporary wheel/tire assembly solution (Assembly PN 163759457) was previously installed.

**Note:** AX19 production machines will be equipped with the 17.5" wheel/tire assembly identified in this field campaign kit.

### **DEALER PARTICIPATION REVIEW REPORT, ORDER KITS, CONTACT CUSTOMERS**

1. **Reports will be emailed** during the week of **July 16, 2020**, 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 29, 2020** at:

Telephone: 641-621-7060

Fax: 641-621-8562

Email: [productsafety@vermeer.com](mailto:productsafety@vermeer.com)

2. **Dealerships Order Kits** by entering the order into iParts/EZParts. 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.**
3. **Translated Manuals.** For those dealers in global locations where English is not the primary/official language, iParts/EZParts will require the Model and VIN be entered at time of order to enable a translated Supplement Manual to be provided in the official/primary language. If the translated Supplemental Manual is available in the language required at time of order, the translated manual will be shipped with IK02 and IK04 from the Parts Distribution Center. If the translated Supplemental Manual is not yet available, the translated manual will be sent from Product Safety department when it becomes available referencing the Sales Order number of IK02 or IK04, Model and VIN.
4. 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 30, 2020**. *Also refer to Owner Notification section below.*

If you have any questions concerning the installation of IK00-3939, please contact the Environmental Service Department.

### **REIMBURSEMENT**

Upon completion of each Kit installation, a campaign Warranty Claim must be submitted to the Corporate Warranty Department for reimbursement of the cost of the parts and labor to install the Kit. The campaign Warranty Claim:

1. Must include photos of destroyed wheels (IK01, IK02 only).
2. Must include a copy of the Work Order if travel is requested.

Labor hours to install IK01 or IK02: **4.0 hours**. Note: Tire disposal is included in the labor hours. No additional reimbursement will be paid.

Labor hours to install IK03 or IK04: **2.0 hours**. No photos for installation of these kit versions are required. Applicable only if Temporary Wheel Solution (Assembly PN 163769457) was previously installed.

If dealer assists owner with wheel inspection, dealer will be reimbursed 1.0 hour labor. Dealer must submit standard warranty claim with wheel photos and inspection form attached referencing IK003939 in causal part number field.

If a customer submits inspection form directly to Vermeer Corporation, the dealer will not also be paid for a second inspection.

**Note:** *Future notices to dealers and owners are dependent upon the receipt of Warranty Claims.*

### OWNER NOTIFICATION

**Sample Letters:** Included at the end of this Bulletin are sample letters which will be sent by Vermeer Corporation directly to the Owners on or about **July 30, 2020**, via USPS certified/registered mail. Please note there are two sample letters:

- Owners who responded to interim mailing that wheels were defective or who had the temporary wheel solution installed.
- Owners who did not respond to the interim mailing.

Owner letters will be translated into the following languages:

- French

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 IK00-3939 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 these corrective measures may cause you. This required work is for the safety of the crew, the towing vehicle occupants and others traveling the public roadways. We hope you agree the safety benefits surpass the inconvenience.

### PRODUCT SAFETY DEPARTMENT

#### Attachment:

IK00-3939 Kit Instructions

<b>Completion Schedule:</b> <input checked="" type="checkbox"/> <b>Product Safety Alert: Install immediately</b> <input type="checkbox"/> <b>90 days from MM/DD/YYYY</b> <input type="checkbox"/> <b>180 days from MM/DD/YYYY</b> <input type="checkbox"/> <b>1 year from MM/DD/YYYY</b> <input type="checkbox"/> <b>Only Units within Standard Limited Warranty Period</b>	<b>Reimbursement:</b> <input checked="" type="checkbox"/> <b>Product Safety Alert: Work Completion Certificate Required</b> <input checked="" type="checkbox"/> <b>All Units Listed Above</b> <input checked="" type="checkbox"/> <b>Parts</b> <input checked="" type="checkbox"/> <b>Labor Paid (Labor Code: SB20)</b> <input type="checkbox"/> <b>Only Units within Standard Limited Warranty Period</b> <input type="checkbox"/> <b>No Reimbursement</b>
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<input type="checkbox"/> N/A	
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<b>Internal Reference:</b> <b>TREAD Act Code</b> <i>(Choose one or more codes applicable)</i>	<input type="checkbox"/>	--	Not Applicable	<input type="checkbox"/>	12	Exterior lighting
	<input 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 checked="" type="checkbox"/>	20	Wheels
	<input type="checkbox"/>	11	Electrical	<input type="checkbox"/>	21	Trailer hitch

Sample Owner  
Letter #1 – Temporary  
wheel solution installed,  
or Inspection indicated  
defective wheels

**IMPORTANT  
SAFETY  
RECALL**



**First Notice**  
**AX19 Wheel and Tire  
Assembly Replacement Kit  
(IK00-3939)**  
Field campaign remedy is now available.

VIA USPS CERTIFIED/REGISTERED MAIL

July 30, 2020

Dear «MODEL» Owner:

**Model:** «Model»  
This notice applies to your vehicle,  
**Serial No:** «VIN»

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

In March 2020, Vermeer decided that a defect, that relates to motor vehicle safety, existed in certain model year 2016–2020 Vermeer «MODEL» brush chippers. At that time, Vermeer Corporation sent owners an interim notice asking owners to inspect the wheels. **Thank you** for returning the inspection form and/or contacting your dealer for the temporary wheel solution. **The final field campaign remedy is now available.**

**What is the issue?**

Certain brush chippers with specific wheels (steel rim) with bolt pattern 8 on 6½ inch (165 mm) circle to be used with 5/8-inch studs provided by a supplier:

- have an incorrect lug nut contact area causing the wheel lug nuts to loosen; and/or
- can develop possible cracks causing the tire to lose air pressure.

Both conditions may increase the risk of wheel loss and the risk of a crash. **Death or serious injury** is possible. Property damage may also occur.



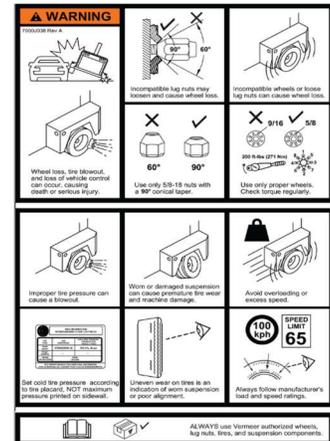
**IMMEDIATE MACHINE MODIFICATIONS REQUIRED**

IK00-3939 has been created to provide the necessary parts and instructions to replace the wheel and tire assembly, install a new safety sign (shown on next page), install a wheel/tire specification placard decal, and provide a Supplemental Operator’s and Maintenance Manual. **This kit must be installed as soon as possible.**

If your dealer did not install the temporary wheel solution, prior to having this field remedy kit installed, please continue to **verify the torque** of each lug nut [210 ft-lb (285 Nm)] and **tire pressure** [80 psi (550 kPa)] as **part of your pre-trip inspection every day** or at a minimum every 150 miles (250 km) until IK00-3939: Wheel and Tire Assembly Replacement Kit is installed by your dealer.

Wheels and tires included in this field remedy kit are:

Wheel:	Solid Steel 8 on 6½ inch; 5/8” studs
Tire:	Heavy duty, 235/75R17.5 LRJ (18 ply)
Wheel/lug nut:	5/8-inch 90-degree cone w/ clamp rings
Tire load rating:	4410 lb (2000 kg) at 85 psi (590 kPa)



**Please contact** your authorized, independent **Vermeer dealer** immediately to arrange a mutually acceptable time and location to install IK00-3939 **at no cost** to you for labor or materials. The installation of this kit is estimated at 4.0 hours of labor. If the Vermeer dealer travels to the unit to install the kit, costs may be incurred by the owner.

If your dealer installed a temporary wheel/tire assembly solution (Assembly PN 163759457) since receiving the March 2020 notice, the wheels and tires are part of the final field remedy kit and will remain on your brush chipper. However, to complete this field remedy kit, the dealer will install a new safety sign and a new wheel/tire specification placard decal and provide a Supplemental Operator’s and Maintenance Manual. The installation of this kit version is estimated at 2.0 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.**

<b>Contact your local Vermeer Dealer:</b>	«Service_Dealer_Name» «Serv_Dealer_Add1» «Serv_Dealer_Add2» «Serv_Dealer_City» «Serv_Dealer_St» «Serv_Dealer_Zip» «SERV_DEALER_COUNTRY»
<b>Telephone:</b>	«Serv_Dealer_Phone»

According to our records, you currently own a Vermeer «MODEL» brush chipper. 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 these corrective measures may cause you. This required work is for the safety of the crew, the towing vehicle occupants and others traveling the public roadways. We hope you agree 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>

**NHTSA SAFETY RECALL NUMBER 20V-085**

Sample Owner Letter #2 –  
NO Owner inspection  
response received,  
unknown wheel status

VIA USPS CERTIFIED/REGISTERED MAIL

July 30, 2020

Dear «MODEL» Owner:

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

In March 2020, Vermeer decided that a defect, that relates to motor vehicle safety, existed in certain model year 2016-2020 Vermeer «MODEL» brush chipper. At that time, Vermeer Corporation sent owners an interim notice (a copy is enclosed) asking owners to inspect the wheels and complete and return a Wheel Lug Nut inspection form and wheel photos. **According to our records**, you have **not** returned the inspection form and/or contacted your dealer regarding this field issue. **The final field campaign remedy is now available.**

**What is the issue?**

Certain brush chippers with specific wheels (steel rim) with bolt pattern 8 on 6½ inch (165 mm) circle to be used with 5/8-inch studs provided by a supplier:

- have an incorrect lug nut contact area causing the wheel lug nuts to loosen; and/or
- can develop possible cracks causing the tire to lose air pressure.

Both conditions may increase the risk of wheel loss and the risk of a crash. **Death or serious injury** is possible. Property damage may also occur.



**IMMEDIATE WHEEL INSPECTION REQUIRED**

1. **WHEEL AND LUG NUT INSPECTION.** Inspect each brush chipper wheel by referencing the photos to identify if defective supplier wheels are installed. If you own more than one affected brush chipper, you will receive a letter for each machine. The Model and VIN is shown on the top right of this letter and the Wheel Lug Nut Inspection form.
2. **Does not have defective supplier wheels:** See enclosed Wheel Lug Nut Inspection form to be completed and returned to: [safetyform@vermeer.com](mailto:safetyform@vermeer.com). Owners who **return the Wheel and Lug Nut Inspection form with**

**IMPORTANT SAFETY RECALL**

**First Notice**

**AX19 Wheel and Tire Assembly Replacement Kit (IK00-3939)**

Field campaign remedy is now available.

**Model:** «MODEL»  
This notice applies to your vehicle,  
**Serial No:** «VIN»

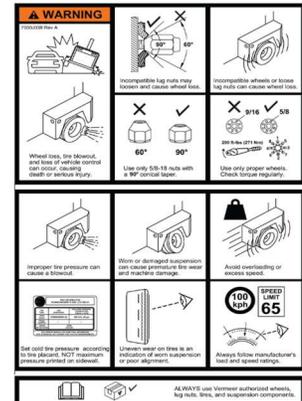
photos identifying no defective supplier wheels will be mailed a Vermeer Parts Certificate for \$50 USD redeemable at your local Vermeer dealer. If you do not return the Inspection form, Vermeer Corporation will continue to send further communications regarding this recall.

3. **Has defective supplier wheels, contact your local Vermeer Dealer for new wheel and tire assembly.** IK00-3939 has been created to provide the necessary parts and instructions to replace the wheel and tire assembly, install a new safety sign (shown below), and provide a Supplemental Operator's and Maintenance Manual. **This kit must be installed as soon as possible.**

If your dealer did not install the temporary wheel solution and until IK00-3939: Wheel and Tire Assembly Replacement Kit is installed by your dealer, please continue to **verify the torque** of each lug nut [200 ft-lb (285 Nm)] and **tire pressure** [80 psi (550 kPa)] as **part of your pre-trip inspection every day** or at a minimum every 150 miles (250 km).

Wheels and tires included in this field remedy kit are:

Wheel:	Solid Steel 8 on 6½ inch; 5/8" studs
Tire:	Heavy duty, 235/75R17.5 LRJ (18 ply)
Wheel/lug nut:	5/8-inch 90-degree cone w/ clamp rings
Tire load rating:	4410 lb (2000 kg) at 85 psi (590 kPa)



**Please contact** your authorized, independent **Vermeer dealer** immediately to arrange a mutually acceptable time and location to install IK00-3939 **at no cost** to you for labor or materials. The installation of this kit is estimated at 4.0 hours of labor. If the Vermeer dealer travels to the unit to install the kit, costs may be incurred by the owner.

If your dealer installed a temporary wheel/tire assembly solution (Assembly PN 163759457) since receiving the March 2020 notice, the wheels and tires are part of the final field remedy kit and will remain on your brush chipper. However, to complete this field remedy kit, the dealer will install a new safety sign and a new wheel/tire specification placard and provide a Supplemental Operator's and Maintenance Manual. The installation of this kit version is estimated at 2.0 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.**

<b>Contact your local Vermeer Dealer:</b>	«Service_Dealer_Name» «Serv_Dealer_Add1» «Serv_Dealer_Add2» «Serv_Dealer_City» «Serv_Dealer_St» «Serv_Dealer_Zip» «SERV_DEALER_COUNTRY»
<b>Telephone:</b>	«Serv_Dealer_Phone»

According to our records, you currently own a Vermeer «MODEL» brush chipper. 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 these corrective measures may cause you. This required work is for the safety of the crew, the towing vehicle occupants and others traveling the public roadways. We hope you agree the safety benefits surpass the inconvenience.

Very truly yours,  
**PRODUCT SAFETY DEPARTMENT**

Enclosures

- March 12, 2020 Interim Notice Wheel and Lug Nut Inspection
- First Notice Wheel and Lug Nut Inspection Form

*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](mailto: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>



Vermeer Corporation  
 Product Safety Department  
 1210 Vermeer Rd East  
 Pella, IA 50219 USA  
 Email: [safetyform@vermeer.com](mailto:safetyform@vermeer.com)  
 Telephone: 641.621.7060  
 Toll Free: 800.829.0051

Model: «Model»  
 This notice applies to your vehicle,  
 Serial No: «VIN»



# IMPORTANT SAFETY RECALL

**First Notice**  
**AX19 Wheel and Tire Assembly Replacement Kit (IK00-3939)**

Field campaign remedy is now available.

## AX19 WHEEL AND LUG NUT INSPECTION FORM

Using photos below, **inspect each brush chipper wheel** to determine if defective supplier wheels are installed

### Defective Supplier Wheel

Improper Lug Nut Seat and Potential Cracks

Identified by continuously raised lug nut surface



### Properly Manufactured Wheel

Correct Lug Nut Seat

Identified by raised surface only around lug nut location



If **defective wheels are installed** (left photo above),

- 1) Contact your local Vermeer dealer immediately to arrange installation of IK00-3939 Wheel and Tire Assembly Replacement Kit.
- 2) Prior to having this field remedy kit installed,
  - a) **If one or more lug nut is missing or loose**, using a calibrated torque wrench, torque to 200 ft-lb (285 Nm).
  - b) **Tire Pressure**. If their pressure is not at 80 psi (550 kPa), the wheel may have a crack. The crack may not be visible
  - c) **Verify torque** on each lug nut [200 ft-lb (285 Nm)] and **tire pressure** [80 psi (550 kPa)] **as part of your pre-trip inspection every day or at a minimum every 150 miles (250 km)** until IK00-3939: Wheel and Tire Assembly Replacement Kit is installed by your Vermeer dealer.
- 3) **Do not** tow the brush chipper without all lug nuts properly installed or with low tire pressure.

If **properly manufactured wheels are installed** (right photo above), take photos of **each** wheel, **complete and return Page 2 of this Wheel and Lug Nut Inspection form and photos** to: [safetyform@vermeer.com](mailto:safetyform@vermeer.com). Vermeer Corporation will record in its records that your brush chipper is not affected by this product safety recall and mail a Vermeer Parts Certificate for \$50.00 USD redeemable at your local Vermeer dealer.

If you do not return this form or do not contact your Vermeer dealer, additional notices will be sent advising you of this field campaign issue.



Vermeer Corporation  
 Product Safety Department  
 1210 Vermeer Rd East  
 Pella, IA 50219 USA  
[safetyform@vermeer.com](mailto:safetyform@vermeer.com)  
 641.621.7060  
 800.829.0051

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Page 1

# IMPORTANT SAFETY RECALL

**First Notice**



**Model:** «Model»  
This notice applies to your vehicle,  
**Serial No:** «VIN»

1) <b>Take photos</b> of <b>each</b> wheel.	
2) <b>Complete</b> this page 2 of Wheel and Lug Nut Inspection form.	
3) Email photos and form to: <a href="mailto:safetyform@vermeer.com">safetyform@vermeer.com</a>	
Wheel inspection results:	Wheel 1 <input type="checkbox"/> No defective wheel installed
	Wheel 2 <input type="checkbox"/> No defective wheel installed
	Wheel 3 <input type="checkbox"/> No defective wheel installed
	Wheel 4 <input type="checkbox"/> No defective wheel installed
If any of the 4 wheels on your brush chipper <b>are defective</b> (photo on left on Page 1), contact your Vermeer dealer <b>immediately</b> to have IK00-3939 installed on your brush chipper.	
Contact Name:	
Contact Email:	
Company:	
Address:	
City, State, Postal Code, Country:	

Enter date signed below: **I certify that the documents attached to this Wheel and Lug Nut Inspection form are true and accurate.**

X

Sign on the line above.

Print name here:

Vermeer Corporation will mail \$50.00 USD Vermeer Parts Certificate for your inspection finding no defective wheels. Please allow 2–4 weeks for processing. Thank you for your cooperation.

**Vermeer Corporation, Product Safety Department**  
1210 Vermeer Rd East, Pella, IA 50219 USA  
Email: [safetyform@vermeer.com](mailto:safetyform@vermeer.com)  
Telephone: 641.621.7060 - Fax: 641.621.8562 - Toll Free: 800.829.0051

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