



# SERVICE BULLETIN

## Vermeer Corporation

Environmental  
Pella, Iowa 50219 USA

**FIELD CAMPAIGN SERVICE BULLETIN #:** SVC2021-103      **DATE:** 03 June 2021

<b>CAMPAIGN TYPE:</b>	<b>Mandatory – Product Safety</b> <b>DEALER INSPECTION AND TEMPORARY REPAIR ONLY</b>
<b>CAMPAIGN CATEGORY:</b>	Kit and Bulletin

MACHINE/ ATTACHMENT MODEL(S):	SERIAL NUMBERS:		Kit version
	Included	Excluded	
AX19	101 – 342, 1001 – 1043	None	Temporary kit versions: <ul style="list-style-type: none"> <li>• IK01: Inspection procedure. No visible cracks.</li> <li>• IK02: Cracks &lt;1 in (2.54 cm). No parts required. Drill holes only.</li> <li>• IK03: Cracks &gt;1 in (2.54 cm) + frame is <b>not deformed</b>. Order parts to gouge and add weld backer plates onto frame.</li> <li>• IK04: Cracks &gt;1 in (2.54 cm) + frame <b>is deformed</b>. Contact EV service to order replacement frame.</li> </ul>

**Subject:**



**PRODUCT SAFETY RECALL**

**INTERIM NOTICE**

**Interim Owner Notification:  
Trailer Frame Crack  
Inspection and Temporary  
Frame Repair Kit (IK00-4078)**

**Background:**

**What is the issue?**

Vermeer Corporation has decided that a defect, that relates to motor vehicle safety, exists in certain model year 2015 – 2021 Vermeer AX19 brush chipper trailers.

### TRAILER FRAME FAILURE MAY OCCUR

Crack(s) can develop in the trailer main frame **during brush chipping**, which can result in severe damage to the brush chipper frame. The maintenance manual requires the machine owner/operator to perform a 100-hour machine frame inspection. If crack(s) develop and are not identified during this maintenance frame inspection, the frame can bend and/or distort, resulting in loss of stability while towing.

Vermeer Corporation's evaluation indicates cracks may begin to form in the trailer main frame when the machine has **greater than 1,000 engine hours**.

### DEATH OR SERIOUS INJURY POSSIBLE

If the brush chipper's trailer main frame is cracked or fails before or during towing of the brush chipper on public roadways, this may increase the risk of a crash due to the loss of control of the brush chipper and towing vehicle. **Death or serious injury is possible**. Property or equipment damage may also occur.

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 and the defect described herein has been remedied. Substantial civil penalties apply to violations of this law.

#### Temporary Solution:

#### What dealers need to know.

1. Due to **loading of brush onto the feed table**, cracks may form in the main frame. Locations of potential cracks are shown in six photos on page 5 of this bulletin. Machines with **greater than 1000 engine hours** may require temporary repairs if frame deformation has occurred. Our goal is to release the final remedy kit in October 2021.
2. **Engine Hours Report**. Machine owners will be instructed to return an **Engine Hours Report** to [safetyform@vermeer.com](mailto:safetyform@vermeer.com). Each machine owner that returns the Engine Hours Report will be mailed a Vermeer \$50 Parts Credit Certificate. Sample certificate shown on page 9 of this bulletin.

When the Engine Hours Report form is returned to product safety, each machine's iWarranty campaign record will be updated as shown below. If a dealer is the machine owner, please also complete and submit the Engine Hours Report to [safetyform@vermeer.com](mailto:safetyform@vermeer.com).

Campaign #	Campaign description	Status	Code meaning
SVC2021-103	TRAILER FRAME ENGINE HOURS REPORT	NON-WARRANTY	Machine owner has <b>not</b> returned Engine Hours report
SVC2021-103	TRAILER FRAME ENGINE HOURS REPORT	DONE	Machine owner <b>has</b> returned Engine Hours Report indicating <b>less than 1,000 hours</b> . No dealer inspection required.
SVC2021-103	TRAILER FRAME ENGINE HOURS REPORT	OPEN	Machine owner has returned Engine Hours Report indicating <b>greater than 1,000 hours</b> . Dealer inspection required. Note: When dealer submits Dealer Inspection Results Report ( <i>see page 8 of this bulletin</i> ), OPEN status will be changed to DONE and the corresponding kit version will be added to the iWarranty record.

3. **Reports will be emailed** on June 3, 2021, to dealerships shown in our records which have machines in their territory affected by this recall. Please review the report for accuracy, including owner and/or address changes.

If any of the information contained in the report is NOT correct, please notify the product safety department on or before June 16, 2021, at:

Telephone: 641-621-7060

Fax: 641-621-8562

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

Note: Letters will be sent to the customer(s) on or about **June 17, 2021**. *Also refer to Owner Notification section below.*

4. **Contact your affected customer(s):**
  - a. Discuss machine owner returning **Engine Hour Report** (*sample on page 13 of this bulletin*) to [safetyform@vermeer.com](mailto:safetyform@vermeer.com).
  - b. If machine has **less than 1,000 hours**, remind machine owner to inspect frame every 50 hours or 200 miles, whichever occurs first, until the final remedy kit is available.
  - c. If machine has **greater than 1,000 hours**, arrange a mutually acceptable time to inspect machine(s).
  - d. Using form on page 8 of this bulletin, complete and return **Dealer Inspection Results Report** to [safetyform@vermeer.com](mailto:safetyform@vermeer.com) and [evservice@vermeer.com](mailto:evservice@vermeer.com) **with inspection photos of both sides of frame**. Refer to IK01-4078 inspection procedure instructions.

When Dealer Inspection Results Report is returned to product safety, each machine's iWarranty campaign record will be updated to enable submission of campaign warranty claim for inspection only, temporary repairs or frame replacement.

- e. **Perform temporary repairs** on machine(s) with greater than 1,000 hours with cracks identified during inspection, or contact EV service if frame is deformed to order a replacement frame. A repair summary is provided on page 4 of this bulletin. See kit instructions for repair procedures.

IK00-4078: AX19 FRAME INSPECTION AND TEMPORARY REPAIRS SUMMARY				
Campaign #	Dealer actions required if <b>greater than 1,000</b> engine hours Refer to IK00-4078 kit Instructions for specific inspection and repair procedures.	iWarranty campaign description	iWarranty status	Code meaning
IK01-4078  No visible crack(s)	<ol style="list-style-type: none"> <li>Inspect frame on both sides of machine per IK01-4078 instructions.</li> <li>Complete <b>Dealer Inspection Results Report</b>, selecting <b>no visible cracks</b>, and submit with photos to <a href="mailto:safetyform@vermeer.com">safetyform@vermeer.com</a> and <a href="mailto:evservice@vermeer.com">evservice@vermeer.com</a>. Product safety will update iWarranty campaign record with IK01-4078.</li> <li>Machine owner may continue to tow brush chipper on public roadways while performing towing inspections every 50 hours or 200 miles, whichever occurs first.</li> </ol>	TRAILER FRAME INSPECTION: NO CRACKS	OPEN	Dealer <b>has</b> returned Dealer Inspection Report indicating <b>NO CRACKS</b> .
			DONE	Dealer <b>has</b> submitted campaign warranty claim.
IK02-4078  <1.0 in (2.54 cm)	<ol style="list-style-type: none"> <li>Inspect frame on both sides of machine per IK01-4078 instructions.</li> <li>Complete <b>Dealer Inspection Results Report</b>, selecting <b>less than 1 in (2.54 cm) cracks</b>, and submit with photos to <a href="mailto:safetyform@vermeer.com">safetyform@vermeer.com</a> and <a href="mailto:evservice@vermeer.com">evservice@vermeer.com</a>. Product safety will update iWarranty campaign record with IK02-4078.</li> <li>Dealer must perform temporary repair which requires drilling holes in crack(s) to reduce material stresses until final remedy kit is released. <b>No parts are required from parts distribution center. Do not order kit.</b> Template included in IK02 kit procedure instructions.</li> <li>Machine owner may continue to tow brush chipper on public roadways while performing towing inspections every 50 hours or 200 miles, whichever occurs first.</li> </ol>	TRAILER FRAME: DRILLING REPAIR	OPEN	Dealer <b>has</b> returned Dealer Inspection Report indicating <1 in (2.54 cm) cracks.
			DONE	Dealer <b>has</b> submitted campaign warranty claim.
IK03-4078  ≥1.0 in (2.54 cm) and no deformation	<ol style="list-style-type: none"> <li>Inspect frame on both sides of machine per IK01-4078 instructions.</li> <li>Complete <b>Dealer Inspection Results Report</b>, selecting <b>greater or equal to 1 in (2.54 cm) cracks and no frame deformation</b>, and submit with photos to <a href="mailto:safetyform@vermeer.com">safetyform@vermeer.com</a> and <a href="mailto:evservice@vermeer.com">evservice@vermeer.com</a>. Product safety will update iWarranty campaign record with IK03-4078.</li> <li><b>Order IK03-4078 which includes welding backer plates from parts distribution center.</b> Template included in IK03 kit procedure instructions.</li> <li>Qualified welder must perform temporary repair, which requires gouging and welding backer plates to reinforce frame areas until final remedy kit is released.</li> <li>Machine owner may continue to tow brush chipper on public roadways while performing towing inspections every 50 hours or 200 miles, whichever occurs first.</li> </ol>	TRAILER FRAME: GOUGE & WELD REPAIR, NO DEFORMATION	OPEN	Dealer <b>has</b> returned Dealer Inspection Report indicating ≥1 in (2.54 cm) cracks and <b>no</b> frame deformation.
			DONE	Dealer <b>has</b> submitted campaign warranty claim.
IK04-4078  ≥1.0 in (2.54 cm) and deformation	<ol style="list-style-type: none"> <li>Inspect frame on both sides of machine per IK01-4078 instructions.</li> <li>Complete <b>Dealer Inspection Results Report</b>, selecting <b>greater than or equal to 1 in (2.54 cm) cracks with frame deformation</b>, and submit with photos to <a href="mailto:safetyform@vermeer.com">safetyform@vermeer.com</a> and <a href="mailto:evservice@vermeer.com">evservice@vermeer.com</a>. Product safety will update iWarranty campaign record with IK04-4078.</li> <li>Contact machine owner that machine's frame is deformed and a replacement frame is being ordered.</li> <li>Machine owner may <b>NOT</b> continue to tow brush chipper on public roadways until frame has been replaced. Contact EV service to order a replacement frame (serial number specific). Note: The replacement frame will also require installation of the final remedy kit when it is available. This temporary repair to replace the frame is estimated to take 55 hours.</li> </ol>	TRAILER FRAME DEFORMATION: REPLACE FRAME	OPEN	Dealer <b>has</b> returned Dealer Inspection Report indicating ≥1 in (2.54 cm) cracks <b>with</b> frame deformation.
			DONE	Dealer <b>has</b> submitted campaign warranty claim.



**IK00-4078: AX19 FRAME INSPECTION AND TEMPORARY REPAIRS  
FRAME LOCATION AND CRACK EXAMPLES**

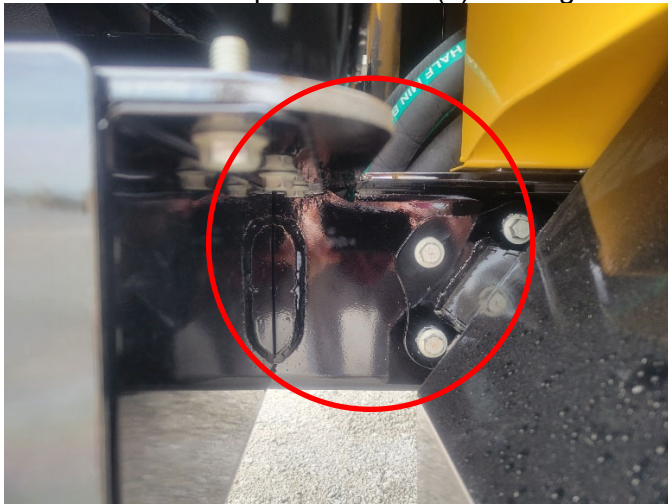
**Photo 1  
Potential crack location – left side**



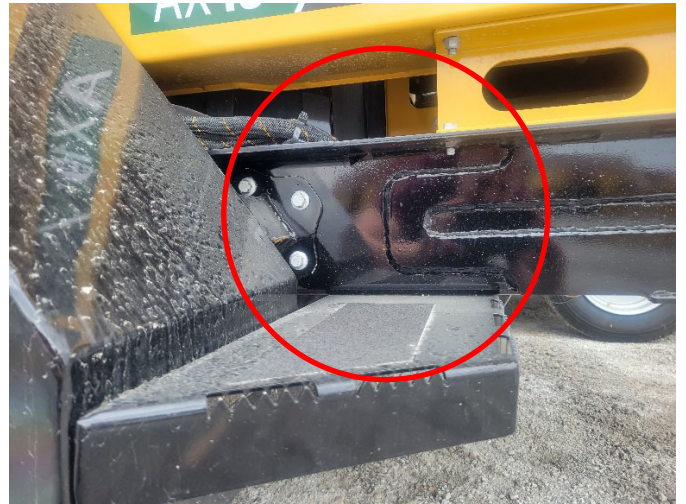
**Photo 2  
Potential crack location – right side**



**Photo 3  
Potential crack location – left side  
(near V-cut out in frame)**  
Engineering analysis indicates the left side may be more susceptible to crack(s) forming.



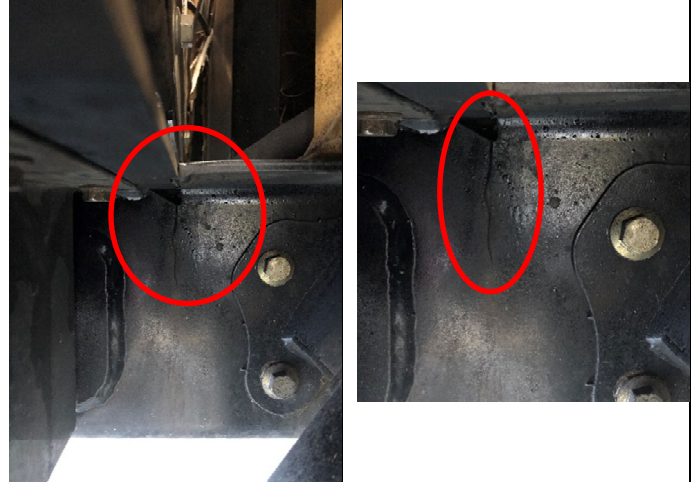
**Photo 4  
Potential crack location – right side**



**Photo 5  
Crack example: frame horizontal top**



**Photo 6  
Crack example: frame vertical center**



5. **Check dealer inventory** for machines affected by this safety recall. Complete Engine Hours Report form on page 13 of this bulletin and return to [safetyform@vermeer.com](mailto:safetyform@vermeer.com). Review inspection and temporary repairs summary on page 4 of this bulletin.

If you have any questions concerning the brush chipper main frame inspections, the temporary repair instructions, or frame deformation contained in IK00-4078 kit instructions, please contact the environmental service department.

### DEALER REIMBURSEMENT

Submit warranty claims as follows:

Kit version	Inspection or repair description	Labor hours
IK01-4078:	Inspection. No visible cracks.	<b>1 hour</b>
IK02-4078:	Cracks <b>&lt;1 in (2.54 cm)</b> . <ul style="list-style-type: none"> <li>• Inspection of right and left sides of frame.</li> <li>• Drill holes on one or both sides.</li> </ul>	Two procedures ( <i>select one or both procedures</i> ): <ol style="list-style-type: none"> <li>1. Left side: <b>1 hour</b></li> <li>2. Right side: <b>1 hour</b></li> </ol>
IK03-4078:	Cracks <b>≥1 in (2.54 cm) with <u>no</u> frame deformation</b> . <ul style="list-style-type: none"> <li>• Right side repair (gouging and welding backer plates).</li> <li>• Left side repair (gouging and welding backer plates).</li> <li>• A qualified welder must perform this repair. Attach copy of work order and welder's invoice to other charges tab if third-party qualified welder hired.</li> </ul> Inspection of right and left sides of frame included in labor hours.	Four procedures ( <i>select two applicable procedures</i> ): <ol style="list-style-type: none"> <li>1. Left side gouge and weld: <b>4 hours</b></li> <li>2. Right side gouge and weld: <b>4 hours</b></li> <li>3. Left side drilling only: <b>1 hour</b></li> <li>4. Right side drilling only: <b>1 hour</b></li> </ol>
IK04-4078:	Cracks <b>≥1 in (2.54 cm) <u>with</u> frame deformation</b> . <ul style="list-style-type: none"> <li>• Inspection of right and left sides of frame.</li> <li>• Attach email from EV service authorizing frame replacement. Note: Replacement frame will require final field remedy kit installed when it is released. Please inform machine owner.</li> </ul>	<b>55 hours</b>

1. Travel will be paid at \$200 with copy of work order attached for retailed machines not in dealer inventory. If dealer inspects or repairs more than one machine at same location on one trip, travel will only be paid per trip.
2. **Owners Engine Hours Report reimbursement: Vermeer \$50 USD Parts Certificate** will be mailed to machine owners who return the Engine Hours Report form. To receive reimbursement for the parts certificates, submit a **standard** warranty claim referencing SVC2021-103 **as the causal part number** and attach a copy of the parts certificate. Add the parts certificate to the other charges tab as a net item. Dealers are not eligible to receive the parts certificate for machines in dealer inventory.

#### **What owners will be asked to do.**

1. **Interim owner letters and inspection forms** will be sent by Vermeer Corporation directly to owners on **June 17, 2021**. Sample owner letter and main frame inspection form are shown on pages 10 – 11 of this bulletin. Owner notice and Engine Hours Report translations will be provided in French. Translated owner notices and Engine Hours Reports will also include English documents.
2. **Owner brush chipper inspection.** The owner letter and Engine Hour Report provide instructions to record engine hours and return the form to [safetyform@vermeer.com](mailto:safetyform@vermeer.com).

3. **Contact dealer** if engine hours are greater than 1,000 hours to inspect the brush chipper's frame for cracking.
4. **Vermeer \$50 USD Parts Credit Certificate** will be sent to owners who return the Engine Hours Report to [safetyform@vermeer.com](mailto:safetyform@vermeer.com).

We regret any inconvenience these corrective measures may cause you. The required work is for the safety of the towing vehicle occupants and other drivers and passengers on public roadways.

**PRODUCT SAFETY DEPARTMENT**

**Attachment:**

IK00-4078 Kit instructions

<p><b>Completion schedule:</b></p> <p><input checked="" type="checkbox"/> <b>Product Safety Alert: Install immediately</b></p> <p><input type="checkbox"/> <b>90 days from MM/DD/YYYY</b></p> <p><input type="checkbox"/> <b>180 days from MM/DD/YYYY</b></p> <p><input type="checkbox"/> <b>1 year from MM/DD/YYYY</b></p> <p><input type="checkbox"/> <b>Only units within standard limited warranty period</b></p> <p><input type="checkbox"/> <b>N/A</b></p>	<p><b>Reimbursement:</b></p> <p><input checked="" type="checkbox"/> <b>Product Safety Alert</b></p> <p><input type="checkbox"/> <b>Product Compliance</b></p> <p><input checked="" type="checkbox"/> <b>All units listed above with less than N/A hours or warranty start date in the last N/A months</b></p> <p style="padding-left: 20px;"><input checked="" type="checkbox"/> <b>Parts</b> <input checked="" type="checkbox"/> <b>Labor paid (Labor code: SB21)</b></p> <p><input type="checkbox"/> <b>Only units within standard limited warranty period</b></p> <p><input type="checkbox"/> <b>No reimbursement</b></p>
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<b>Internal Reference: 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 checked="" 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





## DEALER INSPECTION RESULTS REPORT

**IMPORTANT  
SAFETY  
RECALL**

**Interim Notice**

Trailer Frame Crack  
Inspection and Temporary  
Repair (IK00-4078)

1.	Perform machine inspection following IK01-4078 kit instructions. Take photos of crack(s) in frame <b>and</b> VIN plate.	
	<b>Model:</b> AX19	<b>VIN:</b>
	Machine owner contact:	
	Machine owner company:	
	Machine owner address:	

2.	Select applicable kit per machine inspection results:	<i>Check sides below as applicable.</i>
	<b>IK01-4078:</b> <input type="checkbox"/> <b>No cracks</b> on left or right side of frame.	
	<b>IK02-4078:</b> <input type="checkbox"/> Cracks <1 in (2.54 cm).	<input type="checkbox"/> Left side <input type="checkbox"/> Right side
	<b>IK03-4078:</b> <input type="checkbox"/> Cracks ≥1 in (2.54 cm). No frame deformation.	<input type="checkbox"/> Left side <input type="checkbox"/> Right side
	<b>IK04-4078:</b> <input type="checkbox"/> Cracks ≥1 in (2.54 cm). Has frame deformation.	<input type="checkbox"/> Left side <input type="checkbox"/> Right side

3.	Email completed form to: <a href="mailto:safetyform@vermeer.com">safetyform@vermeer.com</a> and <a href="mailto:evservice@vermeer.com">evservice@vermeer.com</a> .
	Attach photos of both sides of frame taken during machine inspection <b>and</b> photos of VIN plate.

<b>Dealer Inspection Results Report completed by:</b>	X
Print name:	
<b>Dealer's company name:</b>	
<b>Dealer's city, state/province:</b>	

Question regarding Dealer Inspection Results Report or iWarranty entry? <b>Product safety department</b> Telephone: 641-621-7060 Email: <a href="mailto:productsafety@vermeer.com">productsafety@vermeer.com</a>	Questions about machine inspection? <b>EV service department</b> Telephone: 888-838-1375 Email: <a href="mailto:evservice@vermeer.com">evservice@vermeer.com</a>
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**Vermeer**



# VERMEER PARTS CERTIFICATE

**\$50.00** USD

REDEEM THIS CERTIFICATE  
FOR CREDIT TOWARDS  
**ANY PARTS PURCHASED**

AT YOUR LOCAL  
VERMEER DEALERSHIP PARTS COUNTER

SVC2021-103: AX19 Frame Crack Inspection and Temporary Frame Repair Kit  
Engine Hours Report

VERMEER MODEL: AX19

VIN: <VIN>

Date Issued: <Date>, 2021

Date of Expiration: <Date>, 2023

**VERMEER PRODUCT SAFETY DEPARTMENT**

1210 Vermeer Road East

Pella, Iowa 50219 USA

Toll-free: 800-829-0051, ext. 7060

Telephone: 641-621.7060

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



NHTSA SAFETY RECALL NUMBER 21V-270

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



**IMPORTANT  
SAFETY  
RECALL**

**Interim Notice**

**Trailer Frame Crack  
Inspection and Temporary  
Frame Repair Kit (IK00-4078)**

SAMPLE  
OWNER  
LETTER

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

June 17, 2021

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.*

**What is the issue?**

Vermeer Corporation has decided that a defect that relates to motor vehicle safety exists in certain model year 2015 - 2021 Vermeer AX19 brush chipper trailers.

**TRAILER FRAME FAILURE MAY OCCUR**

Crack(s) can develop in the trailer main frame **during brush chipping** which can result in severe damage to the brush chipper frame. The maintenance manual requires the machine owner/operator perform a 100-hour machine frame inspection. If crack(s) develop and are not identified during this maintenance frame inspection, the frame can bend and/or distort resulting in loss of stability while towing.

**DEATH OR SERIOUS INJURY POSSIBLE**

If the brush chipper's trailer main frame is cracked or fails before or during towing of the brush chipper on public roadways, this may increase the risk of a crash due to the loss of control of the brush chipper and towing vehicle. **Death or serious injury is possible.** Property or equipment damage may also occur.

**What you should do.**

Vermeer Corporation's evaluation indicates cracks may begin to form in the trailer main frame when the machine has **greater than 1,000 engine hours**. A Vermeer team is working diligently on identifying a final field remedy kit. Our goal is to release the final field remedy kit by October 2021. You will receive another letter from Vermeer Corporation when the final remedy kit is available.

Before the final field remedy kit is released, this product safety recall interim notice requires you to:

1. **Complete** the enclosed **Engine Hours Report** and return it to [safetyform@vermeer.com](mailto:safetyform@vermeer.com). When you return the completed Engine Hours Report, Vermeer product safety department will mail you a Vermeer \$50.00 USD Parts Certificate, to be redeemed at your local Vermeer dealer.
2. For machines with **greater than 1,000 engine hours**, you must **contact your Vermeer dealer** to arrange a mutually agreeable time for the Vermeer dealer to **perform a machine inspection**. Depending on the dealer's inspection results, the following may occur:
  - a. **No visible cracks found.**
    - i. Inspection estimated to take 1 hour.
    - ii. Refer to photos on page 3 of this letter.
    - iii. Perform inspection of frame location identified in photos **every 50 hours or 200 miles**, whichever occurs first, until Vermeer Corporation notifies you by letter that the final field remedy kit is available

for your Vermeer dealer to install.

- b. **Cracks less than 1 in (2.54 cm) found.** Your Vermeer dealer will perform a temporary repair consisting of drilling holes in the cracks to reduce material stresses. This temporary repair is estimated at 1 labor hour.
  - c. **Cracks greater than or equal to 1 in (2.54 cm) found with NO frame deformation/distortion.** Your Vermeer dealer will perform a temporary repair consisting of gouging and welding backer plates to the frame to add reinforcement. This temporary repair is estimated at 4 labor hours per frame side. If cracks are found on both the left and right sides, the repair may take up to 8 labor hours.
  - d. **Cracks greater than or equal to 1 in (2.54 cm) found with frame deformation/distortion.** Your Vermeer dealer will notify you that arrangements will be made to replace the current frame with a new replacement frame; however, the replacement frame will require the final remedy kit when it is available. This temporary frame replacement repair is estimated at 55 labor hours. Until the machine's frame has been replaced, the machine may not be towed on public roadways.
3. For machines with **less than 1,000 engine hours**, you must perform inspection of the frame location identified in photos on page 3 of this letter **every 50 hours or 200 miles**, whichever occurs first, until Vermeer Corporation notifies you by letter that the final field remedy kit is available for your Vermeer dealer to install. **If your machine reaches 1,000 engine hours before final field remedy kit is available**, please contact the Vermeer dealer to perform a main frame inspection.

There will be no cost to you for labor or materials of any of the above-described inspections or temporary repairs. If the Vermeer dealer travels to the brush chipper to inspect the machine or perform the temporary repair, costs may be incurred by the owner. **You must have your brush chipper inspected** and, as applicable, the temporary repairs installed.

<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»

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](mailto: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. The required work is for the safety of the towing vehicle occupants and other drivers and passengers on public roadways.

Regards,

**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](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 <https://www.safercar.gov>.



**IK00-4078: AX19 FRAME INSPECTION AND TEMPORARY REPAIRS  
FRAME LOCATION AND CRACK EXAMPLES**

To machine owners with less than 1,000 hours: **Inspect frame for cracks every 50 hours or 200 miles, whichever occurs first. Contact your Vermeer dealer with questions or when you reach 1,000 hours for dealer to perform machine inspection. Vermeer Corporation will notify you by letter when the final field remedy kit is available.**

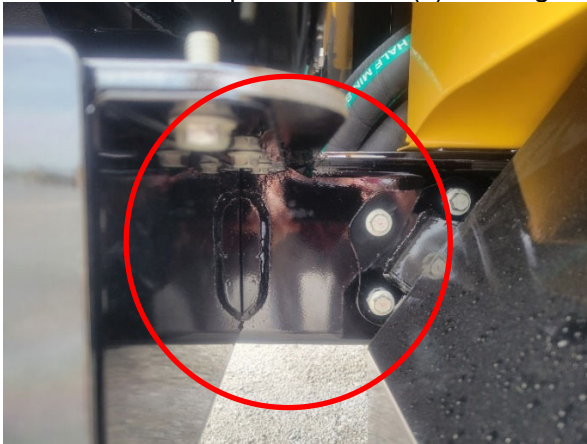
**Photo 1**  
**Potential crack location – left side**



**Photo 2**  
**Potential crack location – right side**



**Photo 3**  
**Potential crack location –left side (near V-cut out in frame)** Engineering analysis indicates the left side may be more susceptible to crack(s) forming.



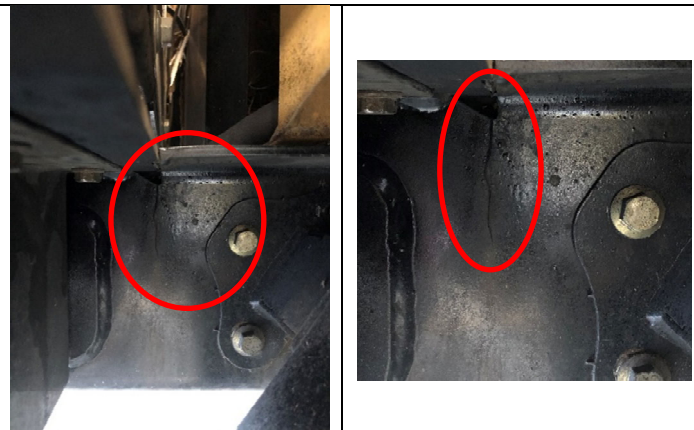
**Photo 4**  
**Potential crack location – right side**



**Photo 5**  
**Crack example: frame horizontal top**



**Photo 6**  
**Crack example: frame vertical center**





# SAMPLE OWNER ENGINE HOURS REPORT

<b>Model:</b>	«Model»
This notice applies to your vehicle,	
<b>Serial No:</b>	«VIN»



## IMPORTANT SAFETY RECALL

**Interim Notice**  
Trailer Frame Crack  
Inspection and Temporary  
Repair (IK00-4078)

MACHINE OWNER ENGINE HOURS REPORT		
<b>1. RECORD ENGINE HOURS:</b>		
	Insert engine hours in space above	
<p>2. Complete machine owner information below.</p> <p>3. Email completed form to: <a href="mailto:safetyform@vermeer.com">safetyform@vermeer.com</a>.</p> <p>4. If engine hours are <b>greater than 1,000 hours</b>, contact Vermeer dealer. The Vermeer dealer contact information is contained in the letter mailed with this report.</p> <p>5. If engine hours are <b>less than 1,000 hours</b>, perform inspection of frame every 50 hours or 200 miles, whichever occurs first, as shown in photos on page 3 of the letter.</p>		
Contact name:	«MERGE»	
Contact email:		
Company:	«MERGE»	
Address:	«MERGE»	
City, state/province, postal code, country:	«MERGE»	
Completed by:	X	
	Print name:	Date
<i>Update any of the above machine owner information as needed.</i>		

**Questions about the product safety recall?** Please contact your local Vermeer dealer.

**Questions about returning this Engine Hours Report?** Contact product safety department, Vermeer Corporation  
Email: [productsafety@vermeer.com](mailto:productsafety@vermeer.com) • Toll-free: 800-829-0051, option 1 • Telephone: 641-621-7060

**Thank you for your cooperation in returning this report to Vermeer Corporation.**





TRANSPORT CANADA RECALL NUMBER 2021-235

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



**IMPORTANT  
SAFETY  
RECALL**

**Interim Notice**

**Trailer Frame Crack  
Inspection and Temporary  
Frame Repair Kit (IK00-4078)**

SAMPLE  
OWNER  
LETTER

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

June 17, 2021

Dear «MODEL» owner:

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

**What is the issue?**

Vermeer Corporation has decided that a defect that relates to motor vehicle safety exists in certain model year 2015 - 2021 Vermeer AX19 brush chipper trailers.

**TRAILER FRAME FAILURE MAY OCCUR**

Crack(s) can develop in the trailer main frame **during brush chipping** which can result in severe damage to the brush chipper frame. The maintenance manual requires the machine owner/operator perform a 100-hour machine frame inspection. If crack(s) develop and are not identified during this maintenance frame inspection, the frame can bend and/or distort resulting in loss of stability while towing.

**DEATH OR SERIOUS INJURY POSSIBLE**

If the brush chipper's trailer main frame is cracked or fails before or during towing of the brush chipper on public roadways, this may increase the risk of a crash due to the loss of control of the brush chipper and towing vehicle. **Death or serious injury is possible.** Property or equipment damage may also occur.

**What you should do.**

Vermeer Corporation's evaluation indicates cracks may begin to form in the trailer main frame when the machine has **greater than 1,000 engine hours**. A Vermeer team is working diligently on identifying a final field remedy kit. Our goal is to release the final field remedy kit by October 2021. You will receive another letter from Vermeer Corporation when the final remedy kit is available.

Before the final field remedy kit is released, this product safety recall interim notice requires you to:

4. **Complete** the enclosed **Engine Hours Report** and return it to [safetyform@vermeer.com](mailto:safetyform@vermeer.com). When you return the completed Engine Hours Report, Vermeer product safety department will mail you a Vermeer \$50.00 USD Parts Certificate, to be redeemed at your local Vermeer dealer.
5. For machines with **greater than 1,000 engine hours**, you must **contact your Vermeer dealer** to arrange a mutually agreeable time for the Vermeer dealer to **perform a machine inspection**. Depending on the dealer's inspection results, the following may occur:
  - a. **No visible cracks found.**
    - i. Inspection estimated to take 1 hour.
    - ii. Refer to photos on page 3 of this letter.
    - iii. Perform inspection of frame location identified in photos **every 50 hours or 200 miles**, whichever occurs first, until Vermeer Corporation notifies you by letter that the final field remedy kit is available

for your Vermeer dealer to install.

- b. **Cracks less than 1 in (2.54 cm) found.** Your Vermeer dealer will perform a temporary repair consisting of drilling holes in the cracks to reduce material stresses. This temporary repair is estimated at 1 labor hour.
  - c. **Cracks greater than or equal to 1 in (2.54 cm) found with NO frame deformation/distortion.** Your Vermeer dealer will perform a temporary repair consisting of gouging and welding backer plates to the frame to add reinforcement. This temporary repair is estimated at 4 labor hours per frame side. If cracks are found on both the left and right sides, the repair may take up to 8 labor hours.
  - d. **Cracks greater than or equal to 1 in (2.54 cm) found with frame deformation/distortion.** Your Vermeer dealer will notify you that arrangements will be made to replace the current frame with a new replacement frame; however, the replacement frame will require the final remedy kit when it is available. This temporary frame replacement repair is estimated at 55 labor hours. Until the machine's frame has been replaced, the machine may not be towed on public roadways.
6. For machines with **less than 1,000 engine hours**, you must perform inspection of the frame location identified in photos on page 3 of this letter **every 50 hours or 200 miles**, whichever occurs first, until Vermeer Corporation notifies you by letter that the final field remedy kit is available for your Vermeer dealer to install. **If your machine reaches 1,000 engine hours before final field remedy kit is available**, please contact the Vermeer dealer to perform a main frame inspection.

There will be no cost to you for labor or materials of any of the above-described inspections or temporary repairs. If the Vermeer dealer travels to the brush chipper to inspect the machine or perform the temporary repair, costs may be incurred by the owner. **You must have your brush chipper inspected** and, as applicable, the temporary repairs installed.

<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»

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](mailto: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. The required work is for the safety of the towing vehicle occupants and other drivers and passengers on public roadways.

Regards,

**PRODUCT SAFETY DEPARTMENT**

The owner shall send to the lessee a copy of the notice and any subsequent notice within 10 working days after the day on which the notice is received.

**IK00-4078: AX19 FRAME INSPECTION AND TEMPORARY REPAIRS  
FRAME LOCATION AND CRACK EXAMPLES**

**To machine owners with less than 1,000 hours: Inspect frame for cracks every 50 hours or 200 miles, whichever occurs first. Contact your Vermeer dealer with questions or when you reach 1,000 hours for dealer to perform machine inspection. Vermeer Corporation will notify you by letter when the final field remedy kit is available.**

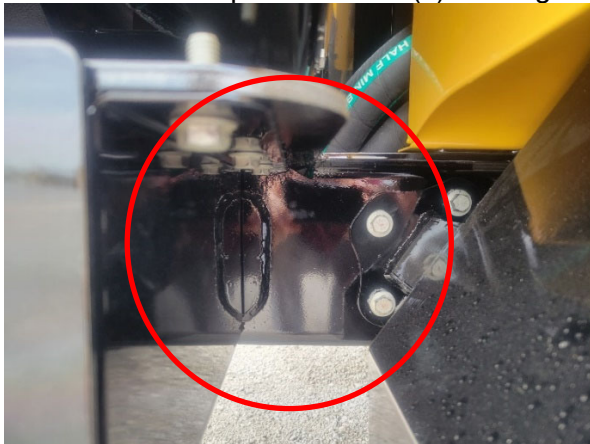
**Photo 1  
Potential crack location – left side**



**Photo 2  
Potential crack location – right side**



**Photo 3  
Potential crack location –left side (near V-cut out in frame) Engineering analysis indicates the left side may be more susceptible to crack(s) forming.**



**Photo 4  
Potential crack location – right side**



**Photo 5  
Crack example: frame horizontal top**



**Photo 6  
Crack example: frame vertical center**

