

Vermeer Corporation
ENVIRONMENTAL
Pella, IA 50219 USA



SERVICE BULLETIN # SVC2008-071 **DATE:** May 29, 2008

Machine/Attachment: BC2100XL **Serial Numbers Involved:** 97 – 115

Subject:



**BC2100XL Tongue
Replacement Kit
(IK01-1460)**

Background:

TONGUE FAILURE MAY OCCUR

Material stresses during towing can result in bending and/or fatigue fractures of the inner tongue weldment. If fractures occur, it can result in complete separation of the tongue from the Brush Chipper.

DEATH OR SERIOUS INJURY POSSIBLE

Death or serious injury is possible if tongue separates from the brush chipper while being towed on a public roadway.

Solution:

**IMMEDIATE MACHINE MODIFICATIONS REQUIRED
REPLACEMENT OF TONGUE**

Vermeer will provide a tongue replacement kit (IK01-1460) for each affected Brush Chipper. This Kit has been created to provide the necessary parts and instructions for replacing the inner tongue with an updated design. This kit must be installed as soon as possible.

DEALER PARTICIPATION:

REVIEW REPORT, ORDER KITS, CONTACT CUSTOMERS

1. A **Report will be faxed** during the week of May 29, 2008 to dealerships shown in our records to have units affected by these Alerts.

If the information contained in this Report is NOT correct, please notify us on or before June 3, 2008:

Product Safety Department

Phone: 641-621-7594

Fax: 641-621-7739

E-mail: productsafety@vermeer.com

Note: Notices to dealers and owners are dependent upon the receipt of the Work

Completion Certificates by Product Safety.

2. **Dealership Order Kits** by contacting the Product Safety Department
 - 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. Orders must be submitted by contacting Product Safety Department:
by Phone: 641-621-7594
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.

- c. Upon receipt of the Kit order(s) from the dealerships, Product Safety Department will contact the Parts Distribution Center to ship the Kit(s) according to the shipping instructions received with the order(s). This will enable the Product Safety Department to better monitor the quantity of Kits being ordered and available Kit inventory. Please do not order Kits directly from the Parts Distribution Center as this will delay the processing of your order.

REIMBURSEMENT

Parts Reimbursement:

Upon completion of each Kit installation, a Warranty Claim must be submitted to the Environmental Warranty Department for reimbursement of the cost of the Kit.

Labor Reimbursement:

Upon completion of each Kit installation, a Work Completion Certificate must be submitted to Product Safety Department for labor reimbursement to the installer of the Kit. *A Work Completion Certificate is attached at the end of this Safety Alert which indicates the labor hours and code.*

Completed Work Completion Certificates may be faxed to Product Safety at (641) 621-7739 or scanned and emailed to: productsafety@vermeer.com.

Note: Future notices to dealers and owners are dependent upon the receipt of the Work Completion Certificates by Product Safety.

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 June 5, 2008, via USPS certified mail.

This letter instructs the owner **to contact their local dealership** to arrange for a time to have the Kit installed. **After receiving IK01-1460** 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 the 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:

IK01-1460 Kit Instructions

For Reference:	<u>Primary Part Number(s)</u> IK011460		<u>For Model(s)</u> BC2100XL	
TREAD Act Code: (Choose one or more codes applicable)	☐ -- 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		

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

Return completed Work Completion Certificate for labor credit to:

Product Safety Department via:

Fax:

641-621-7739

Email:

productsafety@vermeer.com

WORK COMPLETION CERTIFICATE							
IK01-1460: BC2100XL Tongue Replacement Kit							
17-Digit Serial Number of Brush Chipper is required							
BC2100XL	_____						
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 0.75 hours reimbursement for labor from Vermeer Corporation.							
Date Work Completed:							
Work Completed By: (Enter Installer's Name, Company's Name & Address)							
Installer's Signature:	<table border="1"><tr><td>X</td><td>Phone #:</td><td></td></tr><tr><td colspan="3">(Name of Installer's Company, Address, and Signature Required)</td></tr></table>	X	Phone #:		(Name of Installer's Company, Address, and Signature Required)		
X	Phone #:						
(Name of Installer's Company, Address, and Signature Required)							
Unit Owner's Name:							
Unit Owner's Address:							
	(Name of Owner's Company and Address)						

Sample Owner Notification



PRODUCT SAFETY ALERT

BC2100XL Tongue Replacement Kit (IK01-1460) FIRST NOTICE

June 5, 2008

VIA USPS CERTIFIED MAIL

Model: BC2100XL

Serial No: «SerialN»

Dear Vermeer Brush Chipper Owner:

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

Vermeer Corporation has decided that a defect which relates to motor vehicle safety exists in certain 2006 and 2008 Vermeer BC2100XL brush chippers.

According to our records, you currently own a Vermeer BC2100XL Brush Chipper. The Model and Serial Number of the Brush Chipper 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 7594

Telephone: 641-621-7594

E-mail: productsafety@vermeer.com

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Material stresses during towing can result in bending and/or fatigue fractures of the inner tongue weldment. If fractures occur, it can result in complete separation of the tongue from the Brush Chipper.

DEATH OR SERIOUS INJURY POSSIBLE

Death or serious injury is possible if tongue separates from the brush chipper while being towed on a public roadway.

IMMEDIATE MACHINE MODIFICATIONS REQUIRED REPLACEMENT OF TONGUE

A Kit (IK01-1460) been created to provide the necessary parts and instructions to modify the machine by replacing the inner tongue. **This kit must be installed as soon as possible.**

Your authorized, independent Vermeer dealer will install this Kit at no charge for materials or labor. Please contact your local Vermeer dealer to arrange for a mutually acceptable time to install IK01-1460 on your BC2100XL Brush Chipper. (If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy *of the problem associated with this Safety Alert. For more information, contact the Product Safety Department.*)

We regret any inconvenience that these corrective measures may cause you. This required work is for the 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.

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

Enclosure:

IK01-1460 Kit Instructions

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.