

Sample Owner Letter



PRODUCT SAFETY ALERT

First Notice
BC2100XL Frame
Replacement Kit (IK00-1667)

September 12, 2011

VIA USPS CERTIFIED/REGISTERED MAIL

Model: «Model»

Serial No: «VIN»

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 Vermeer BC2100XL brush chippers built during 2008-2009.

According to our records, you currently own a Vermeer BC2100XL brush chipper. The Model and Serial Number of the BC2100XL 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.

FRONT MAIN FRAME WELDMENT FAILURE MAY OCCUR

High stress levels during towing can result in bending and/or fatigue fractures of the front main frame weldment.

DEATH OR SERIOUS INJURY POSSIBLE

Fatigue fractures or a bend in the front main frame weldment may result in loss of vehicle control while towing on a public highway. **Death or serious injury may result.** Property or equipment damage is also possible.

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

IK00-1667 has been created to provide the necessary parts and instructions to replace the front main frame weldment with an updated design. **This kit must be installed as soon as possible by an authorized Vermeer dealer.**

Please contact your authorized, independent **Vermeer dealer** immediately to arrange a mutually acceptable time and location to install IK00-1667 **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»

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.

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.