



SERVICE BULLETIN # SVC2012-065 DATE: 16 JUL 2012

Machine/Attachment:

BC1500

Serial Numbers Involved:

1001 – 1599, 2000 – 3165, 5001 – 5005,  
Excluding 1062, 1582, 1593 – 1599, 2464, 2481,  
2521, 2523, 2544, 2545, 2568, 2571, 2608, 2662,  
2945, 3143, 3145, 3158 – 3162, 3164, 3165

Subject:



BC1500 Main  
Frame/Tongue Weldment  
Update Kit (IK00-1712)

Background:

**MAIN FRAME WELDMENT FAILURE MAY OCCUR**

Incorrect welding of the outer tongue tube to the front crossmember may result in high material stresses during towing which can result in bending and/or fatigue fractures of the main frame weldment. During towing with the inner tongue tube fully extended, the area near the second crossmember of the main frame may experience high material stresses. This material stress may cause bending and/or fatigue fractures.

The failure will result in main frame weldment sag or droop at the location of the failure. No separation of the tongue from the brush chipper is possible.

**SERIOUS INJURY OR DEATH POSSIBLE**

Sag or droop of the main frame weldment may result in loss of vehicle control while towing on public highway. **Death or serious injury is possible.** Property equipment damage may also occur.

Solution:

**IMMEDIATE MACHINE MODIFICATIONS REQUIRED**

**IK01-1712** provides the necessary parts and instructions to add a formed plate to reinforce the area of the front crossmember and outer tongue tube. **Note:** This Kit version is only applicable to S/N 2082 – 2852. For units within this S/N range, **also order and install either IK02 or IK03.**

**IK02-1712** provides the necessary instructions to replace the original inner extendable **standard** tongue weldment.

**IK03-1712** provides the necessary parts and instructions to replace the original inner extendable **Australian** tongue weldment.

**This kit(s) must be installed as soon as possible.**

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

1. **Reports will be faxed** during the week of July 16, 2012, 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, 2012 at:

Telephone: 641-621-7060  
Fax: 641-621-7739  
Email: productsafety@vermeer.com

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: 641-621-7825
    - 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.
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 **July 30, 2012**. *Also refer to Owner Notification section below.*

If you have any questions concerning the installation of IK00-1712, please contact the Environmental 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 **July 30, 2012**, via USPS certified/registered mail.

Owner notifications for units in non-English speaking countries will be translated into the primary language of that country, where **required by law** (European Community; Quebec, Canada; and Brazil). Owner notifications for this safety campaign will be translated into the following languages:

- Bulgarian
- Dutch
- French
- German
- Italian
- Norwegian
- Spanish

Owner notifications for units in non-English speaking countries, where translations are not required by law, will be sent in English to the owner's service dealer for delivery to the owner. However, if a translated owner notification is available due to translation of the owner notifications required by law, then those owner notifications will be sent directly to owner (example: Spanish sent to units in Mexico, if applicable for that safety campaign). 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 IK00-1712 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:**  
 IK00-1712 Kit Instructions

For Reference:	<u>Primary Part Number(s)</u>	<u>For Model(s)</u>
	IK011712	BC1500, S/N 2082 - 2852
	IK021712	BC1500, Standard Tongue
	IK031712	BC1500, Australian Tongue
<b>TREAD Act Code:</b> <i>(Choose one or more codes applicable)</i>	<input type="checkbox"/> -- Not Applicable <input type="checkbox"/> 02 Suspension <input type="checkbox"/> 03 Service brake system, hydraulic <input type="checkbox"/> 04 Service brake system, air <input type="checkbox"/> 05 Parking brake	<input type="checkbox"/> 12 Exterior lighting <input checked="" type="checkbox"/> 16 Structure <input type="checkbox"/> 17 Latch <input type="checkbox"/> 19 Tires <input type="checkbox"/> 20 Wheels

11 Electrical

21 Trailer hitch

<b>Priority:</b> <input checked="" type="checkbox"/> <b>Mandatory</b> <input type="checkbox"/> <b>Recommended</b> <input type="checkbox"/> <b>Information only</b>	<b>Completion Schedule:</b> <input type="checkbox"/> <b>30 days from date of this bulletin</b> <input type="checkbox"/> <b>90 days from date of this bulletin</b> <input type="checkbox"/> <b>180 days from date of this bulletin</b> <input type="checkbox"/> <b>Only Units within Standard Limited Warranty Period</b> <input checked="" type="checkbox"/> <b>Product Safety Alert: Install immediately</b> <input type="checkbox"/> <b>N/A</b>
<b>Dealer Distribution:</b> <input type="checkbox"/> <b>Domestic</b> <input type="checkbox"/> <b>International</b> <input checked="" type="checkbox"/> <b>Both</b>	<b>Reimbursement:</b> <input type="checkbox"/> <b>Only Units within Standard Limited Warranty Period</b> <input checked="" type="checkbox"/> <b>Product Safety Alert: Work Completion Certificate Required</b> <input checked="" type="checkbox"/> <b>All Serial Numbers Listed Above</b> <input checked="" type="checkbox"/> <b>Parts</b> <input checked="" type="checkbox"/> <b>Labor Paid(Labor Code: 9L50)</b> <input type="checkbox"/> <b>No Reimbursement</b>

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**

<b>WORK COMPLETION CERTIFICATE</b>		<i>For Dealer Use:</i>	
IK00-1712: BC1500 Main Frame/Tongue Weldment Update Kit First Notice		Warranty Claim #	
17-Digit Serial Number is required			
<b>BC1500</b>			
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 reimbursement for labor from Vermeer Corporation as shown below:			
<input type="checkbox"/> IK01-1712 and IK02-1712: 3 hours	<input type="checkbox"/> IK01-1712 and IK03-1712: 3hours	<input type="checkbox"/> IK02-1712: 1 hour	<input type="checkbox"/> IK03-1712: 1 hour
Date Work Completed:			
Work Completed By: <i>(Enter Installer's Name, Company's Name &amp; 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>			