



# SERVICE BULLETIN

## Vermeer Corporation

Environmental  
Pella, IA 50219 USA

FIELD CAMPAIGN SERVICE BULLETIN #: SVC2023-140

DATE: 19 October 2023

CAMPAIGN  
TYPE:

Mandatory - Product Safety

CAMPAIGN  
CATEGORY:

Kit and Bulletin

MACHINE/ ATTACHMENT MODEL(S):	SERIAL NUMBERS:		Kit version
	Included	Excluded	
BC1000XL	11001 – 12028, 15001 – 22920	20778, 22544, 22561, 22564, 22567, 22690, 22700, 22701, 22703–22706, 22709–22723, 22725–22729, 22731– 22734, 22736, 22737, 22740, 22741, 22743, 22746, 22747, 22749, 22751– 22756, 22767, 22768, 22771, 22772, 22774, 22775, 22777, 22779–22784, 22788–22793, 22795, 22796, 22798– 22806, 22809, 22816–22840, 22849, 22850, 22853, 22856, 22859, 22863– 22869, 22872–22879, 22881, 22883– 22887, 22894–22896, 22898, 22899, 22904, 22906, 22911, 22912	IK01
BC1200XL	101 – 492, 1001 – 1570	1548, 1553, 1555–1559, 1561–1563, 1565–1569	IK01
BC1800XL	101 – 1698, 2001 – 3291, 4001 – 4801, 6001 – 6004	4788	IK01
BC600XL	101 - 5346	None	IK02
BC700XL	101 – 1041	938, 946–948, 950, 952–958, 960, 970–992, 994–1021, 1026–1032, 1035, 1039, 1041	IK02
BC900XL	101 – 544, 2001 – 2072	2042, 2061, 2063, 2065, 2067, 2071, 2072	IK02
SC602	101 – 471, 2000 – 2122	None	IK03
SC802	200 – 412, 1001 – 1339, 2001 – 2049	None	IK03

**\*\*Units without LED side markers and units outside the United States, Canada and Mexico with LED side markers are excluded, but are not listed in the listing of excluded serial numbers above due to the large quantity\*\***

Subject:



Side Reflector  
Installation Kit  
(IK003221)

**Background:** In November 2015 and January 2020, owner notifications were sent regarding the above-referenced product safety recall. We have not received confirmation that all the machines have been updated.

#### **SIDE REFLECTOR MISSING**

During manufacturing, the side marker light installed did not contain a reflective material as required by governmental regulation FMVSS 108 for United States, Canada and Mexico.

#### **DEATH OR SERIOUS INJURY POSSIBLE**

When towing the machine on public roadways at night or during limited sunlight, **death or serious injury** is possible if the side of the machine is not seen by drivers of other vehicles and another vehicle strikes the machine. Property or equipment damages may also occur.

*Reference: Service bulletin SVC2015-208 first notice and service bulletin SVC2020-016 second notice for this product safety recall.*

**Solution:**

#### **IMMEDIATE MACHINE MODIFICATIONS REQUIRED**

IK003221 has been created to provide the necessary parts and instructions for the owner to install reflectors on the sides of the machines. **This kit must be installed as soon as possible.**

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.

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

1. **Reports** will be emailed during the week of October 19, 2023, to dealerships shown in our records which have units in their territory affected by this recall. Please review the report for accuracy, including:
  - **Kit installation status.** If IK003221 has **not** been installed, the report will indicate status of **open**. Please verify your records to determine if the kit has been installed. If installed, please file a claim to confirm installation and request labor reimbursement prior to the owner letter notification mailing date referenced below.
  - **Owner/address information.** If data shown on the report is **not** accurate, submit an equipment registration or business partner update in iWarranty and notify the product safety department on or before **November 1, 2023**, at [productsafety@vermeer.com](mailto:productsafety@vermeer.com).
2. **Review kits in dealer inventory.** Prior to ordering kits from the Parts Distribution Center, check your inventory to determine if you have IK003221 in stock. Enter kit

orders in EzParts as needed. **Do not order more kits than needed for immediate installation.**

3. **Contact your affected customer(s)** to schedule a mutually acceptable time to upgrade their machine. **Note:** Letters will be sent to the customers on or about November 2, 2023. Also refer to Owner Notification section below.

If you have any questions concerning the installation of IK003221, please contact the environmental service department.

### REIMBURSEMENT

**Owner reimbursement:** Upon installation of IK003221, the following will occur:

- As directed in the letter to owner, complete and return an Owner Work Completion Certificate to Product Safety Department;
- Upon receipt of the completed Owner Work Completion Certificate, Product Safety Department will mail to the owner a PARTS CERTIFICATE for \$25.00USD to be redeemed at Vermeer dealerships.

When a Parts Certificate has been redeemed at the dealership, an iWarranty claim will need to be submitted using a standard warranty claim type referencing the Model and VIN and attaching a copy of the Parts Certificate.

**Dealer reimbursement:** Upon completion of each Kit installation performed by a dealer, a Warranty Claim must be submitted to the Corporate Warranty Department for reimbursement of the cost of the labor, 0.25 hour. 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 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.

An Owner Work Completion Certificate and Dealer Work Completion Certificate are attached below. **Note:** *Future notices to dealers and owners are dependent upon the receipt of Work Completion Certificates by Product Safety Department.*

### OWNER NOTIFICATION

Included at the end of this bulletin is a **sample owner letter** which will be sent by Vermeer Corporation directly to the owners on or about November 2, 2023. Owner letter notifications will be provided in the following languages:

• Azeri	• Spanish
• French	• Romanian

All translated owner letters will also include the owner letter in English.

This owner notification/letter instructs the owner **to contact their local dealership** to arrange for a time to have the Kit installed. After receiving IK003221 from the Parts Distribution Center, you **must contact your affected customer(s) immediately** and schedule a mutually acceptable time to upgrade their machine(s).

<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> <input type="checkbox"/> <b>N/A</b>	<b>Reimbursement:</b> <input checked="" type="checkbox"/> <b>Product Safety Alert</b> <input type="checkbox"/> <b>Product Compliance</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: 9L50)</b> <input type="checkbox"/> <b>Only units within standard limited warranty period</b> <input type="checkbox"/> <b>No reimbursement</b>
---	--

<b>Internal reference:</b> <b>TREAD Act Code</b> <i>(Choose one or more applicable codes)</i>	<input type="checkbox"/>	--	Not applicable	<input checked="" 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 type="checkbox"/>	20	Wheels
	<input type="checkbox"/>	11	Electrical	<input type="checkbox"/>	21	Trailer hitch

<b>Dealer Distribution:</b>  <input type="checkbox"/> <b>Domestic</b> <input type="checkbox"/> <b>International</b> <input checked="" type="checkbox"/> <b>Both</b>
---



NHTSA SAFETY RECALL NUMBER 15V-575

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

SAMPLE  
OWNER  
LETTER

	<p><b>IMPORTANT SAFETY RECALL</b></p> <p><b>Final Notice</b></p> <p><b>Side Reflector Installation Kit (IK003221)</b></p>
---	---

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

November 2, 2023

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 November 2015 and January 2020, owner notifications were sent regarding the above-referenced product safety recall. We have not received confirmation that all the machines have been updated. To read more about this potential safety hazard, a copy of the first notice is included for your reference. **Note: If Vermeer learned of your ownership after mailing of the first notice, this will be your first notice.**

Vermeer has decided that a defect, that relates to motor vehicle safety, exists in certain model year 2003-2016 Vermeer «MODEL».

Our records indicate that the product safety update **may not** have been installed on your Vermeer «Model» brush chipper/stump cutter.

To compensate you for your time in installing the reflectors, please complete and return the self-addressed, pre-paid Work Completion Certificate either by US Mail, email: [productsafety@vermeer.com](mailto:productsafety@vermeer.com) or fax: 641.621.7739. Upon receipt of the completed Work Completion Certificate indicating that the reflectors have properly been installed, Vermeer will mail the owner a **\$25.00USD PARTS CERTIFICATE** redeemable for any parts at your local Vermeer dealer. **You must install the enclosed reflectors to upgrade your machine with these safety features.**

<b>OWNER WORK COMPLETION CERTIFICATE</b> <b>IK00-3221: Side Reflector Installation Kit</b> <b>First Notice</b>		<i>For Dealer Use:</i> <i>Warranty Claim</i> <i>#</i>	
17-Digit Serial Number is required			
<input type="checkbox"/> <b>BC600XL</b>	<input type="checkbox"/> <b>BC900XL</b>	<input type="checkbox"/> <b>BC1200XL</b>	<input type="checkbox"/> <b>SC602</b>
<input type="checkbox"/> <b>BC700XL</b>	<input type="checkbox"/> <b>BC1000XL</b>	<input type="checkbox"/> <b>BC1800XL</b>	<input type="checkbox"/> <b>SC802</b>
_ _ _ _ _			
As owner, or owner's representative, I have properly installed the parts according to the Kit's written instructions and am returning this Certificate with the understanding that I will receive a <b>\$25.00USD Parts Certificate</b> for reimbursement for labor from Vermeer Corporation.			
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>			

If the kit has **been installed**, please contact the product safety department using the contact methods below.

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

If possible, please provide the name and address of the new owner. *Note: The model and serial number is shown at the top center of this letter.*

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

Regards,  
**PRODUCT SAFETY DEPARTMENT**

Enclosure: First notice owner letter – November 13, 2015

*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 15V-575

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

SAMPLE  
DEALER  
LETTER

	<p><b>IMPORTANT SAFETY RECALL</b></p> <p><b>Final Notice</b></p> <p><b>Side Reflector Installation Kit (IK003221)</b></p>
---	---

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

November 2, 2023

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 November 2015 and January 2020, owner notifications were sent regarding the above-referenced product safety recall. We have not received confirmation that all the machines have been updated. To read more about this potential safety hazard, a copy of the first notice is included for your reference. **Note: If Vermeer learned of your ownership after mailing of the first notice, this will be your first notice.**

Vermeer has decided that a defect, that relates to motor vehicle safety, exists in certain model year 2003-2016 Vermeer «MODEL».

Our records indicate that the product safety update **may not** have been installed on your Vermeer «Model» brush chipper/stump cutter.

Upon completion of each Kit installation performed by a dealer, a Warranty Claim must be submitted to the Corporate Warranty Department for reimbursement of the cost of **0.25 hours** of labor. The Work Completion Certificate indicating that the Kit was installed must also be submitted with the claim. **You must upgrade the machine with these safety features.**

If the kit has **been installed**, please contact the product safety department using the contact methods below.

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

If possible, please provide the name and address of the new owner. *Note: The model and serial number is shown at the top center of this letter.*

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

Regards,

**PRODUCT SAFETY DEPARTMENT**

Enclosure: First notice owner letter – November 13, 2015

*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>.



SAMPLE  
OWNER  
LETTER

November 2, 2023

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 November 2015 and January 2020, owner notifications were sent regarding the above-referenced product safety recall. We have not received confirmation that all the machines have been updated. To read more about this potential safety hazard, a copy of the first notice is included for your reference. **Note: If Vermeer learned of your ownership after mailing of the first notice, this will be your first notice.**

Vermeer has decided that a defect, that relates to motor vehicle safety, exists in certain model year 2003-2016 Vermeer «MODEL».

Our records indicate that the product safety update **may not** have been installed on your Vermeer «Model» brush chipper/stump cutter.

To compensate you for your time in installing the reflectors, please complete and return the self-addressed, pre-paid Work Completion Certificate either by US Mail, email: [productsafety@vermeer.com](mailto:productsafety@vermeer.com) or fax: 641.621.7739. Upon receipt of the completed Work Completion Certificate indicating that the reflectors have properly been installed, Vermeer will mail the owner a **\$25.00USD PARTS CERTIFICATE** redeemable for any parts at your local Vermeer dealer. **You must install the enclosed reflectors to upgrade your machine with these safety features.**

	<p><b>IMPORTANT SAFETY RECALL</b></p> <p><b>Final Notice</b></p> <p><b>Side Reflector Installation Kit (IK003221)</b></p>
---	---

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

Product Safety Department  
Vermeer Corporation  
1210 Vermeer Rd East  
Pella, Iowa 50219 USA  
[productsafety@vermeer.com](mailto:productsafety@vermeer.com)

<b>OWNER WORK COMPLETION CERTIFICATE</b> <b>IK00-3221: Side Reflector Installation Kit</b> <b>First Notice</b>		<i>For Dealer Use:</i> <i>Warranty Claim</i> <i>#</i>
17-Digit Serial Number is required		
<input type="checkbox"/> BC600XL	<input type="checkbox"/> BC900XL	<input type="checkbox"/> BC1200XL
<input type="checkbox"/> BC700XL	<input type="checkbox"/> BC1000XL	<input type="checkbox"/> BC1800XL
-----		
As owner, or owner's representative, I have properly installed the parts according to the Kit's written instructions and am returning this Certificate with the understanding that I will receive a <b>\$25.00USD Parts Certificate</b> for reimbursement for labor from Vermeer Corporation.		
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>		

If the kit has **been installed**, please contact the product safety department using the contact methods below.

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

If possible, please provide the name and address of the new owner. *Note: The model and serial number is shown at the top center of this letter.*

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

Regards,  
**PRODUCT SAFETY DEPARTMENT**

Enclosure: First notice owner letter – November 13, 2015

*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.*



SAMPLE  
DEALER  
LETTER



**IMPORTANT  
SAFETY  
RECALL**

**Final Notice**  
**Side Reflector Installation Kit  
(IK003221)**

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

November 2, 2023

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 November 2015 and January 2020, owner notifications were sent regarding the above-referenced product safety recall. We have not received confirmation that all the machines have been updated. To read more about this potential safety hazard, a copy of the first notice is included for your reference. **Note: If Vermeer learned of your ownership after mailing of the first notice, this will be your first notice.**

Vermeer has decided that a defect, that relates to motor vehicle safety, exists in certain model year 2003-2016 Vermeer «MODEL».

Our records indicate that the product safety update **may not** have been installed on your Vermeer «Model» brush chipper/stump cutter.

Upon completion of each Kit installation performed by a dealer, a Warranty Claim must be submitted to the Corporate Warranty Department for reimbursement of the cost of **0.25 hours** of labor. The Work Completion Certificate indicating that the Kit was installed must also be submitted with the claim. **You must upgrade the machine with these safety features.**

If the kit has **been installed**, please contact the product safety department using the contact methods below.

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

If possible, please provide the name and address of the new owner. *Note: The model and serial number is shown at the top center of this letter.*

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

Regards,

**PRODUCT SAFETY DEPARTMENT**

Enclosure: First notice owner letter – November 13, 2015

*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.*