



SERVICE BULLETIN

Vermeer Corporation

Environmental
Pella, Iowa 50219 USA

FIELD CAMPAIGN SERVICE BULLETIN #: SVC2023-050 DATE: 2 March 2023

CAMPAIGN TYPE:

Mandatory – Product Safety

CAMPAIGN CATEGORY:

Kit and Bulletin

MACHINE/ ATTACHMENT MODEL(S):	SERIAL NUMBERS:		
	Included	Excluded	Kit version
BC900XL	101 – 546, 2001 – 2035	105, 219–224, 236–240, 242, 259–262, 265, 266, 280, 281, 359–363, 368, 467–469, 479, 507–512, 2001–2008	IK01
BC900XL	219–224, 236–239, 242, 259–262, 265, 266, 280, 281, 359–363, 368, 467–469, 479, 507–512, 2001–2008	101–218, 225–235, 240, 241, 243–258, 263, 264, 267–279, 282–358, 364–367, 369–466, 470–478, 480–506, 513–546, 2009–2035	IK02
BC900XL	105, 240	101–104, 106–239, 241–546, 2001–2035	IK03

IK01 – Vermeer Yellow IK02 – Asplundh Orange IK03 – Other special color

SUBJECT:



PRODUCT SAFETY RECALL

FINAL NOTICE

BC900XL Discharge Chute Update Kit (IK003194)

BACKGROUND:

In September 2015 and November 2018, owner notifications were sent regarding the above-referenced product safety recall. We have not received confirmation that all the machines have been updated.

DISCHARGE CHUTE MAY SEPARATE FROM BRUSH CHIPPER

The discharge chute weld may fail at the base of the chute due to material stresses.

DEATH OR SERIOUS INJURY

If the weld fails, the discharge chute can separate from the brush chipper while towing on a public highway or while chipping on the jobsite. **Death or serious injury is possible.** Property or equipment damage may also occur.

Reference: Service bulletin SVC2015-172 first notice and service bulletin SVC2018-141 second notice for this product safety recall.

SOLUTION:

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

IK003194 has been created to provide the necessary parts and instructions to inspect for cracks, if no cracks are found, replace the disk housing cover with a revised cover which includes an enhanced clamp design. If cracks are found, email productsafety@vermeer.com photos and further instructions will follow. **This kit must be installed as soon as possible.**

DEALER PARTICIPATION

REVIEW REPORT, ORDER KITS, CONTACT CUSTOMERS

1. **Reports** will be emailed during the week of March 2, 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 IK003194 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 **March 14, 2023**, at 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 IK003194 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 customer(s) on or about **March 16, 2023**. *Also refer to Owner Notification section below.*

If you have any questions concerning the installation of IK003194, please contact the environmental service department.

REIMBURSEMENT

Upon completion of each kit installation, a campaign warranty claim must be submitted to the warranty department for reimbursement of the cost of parts and labor to install the kit. Labor hours to install: 1.5 hour(s).

Travel will be paid up to \$200 (\$1 per mile with a \$200 max round trip) with copy of work order attached for retailed machines not in dealer inventory. If dealer repairs

more than one machine at same location on one trip, travel will only be paid on one of the models/VINs.

Note: *Future notices to dealers and owners are dependent upon the receipt of warranty claims.*

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 March 16, 2023. Owner letter notifications will be provided in the following languages:

- Brazilian Portuguese
- Chinese
- French
- Malay
- Spanish

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 IK003194 from the Parts Distribution Center, you **must contact your affected customer(s) immediately** and schedule a mutually acceptable time to upgrade their machine(s).

We regret any inconvenience that these corrective measures may cause you. This required work is for safety of the machine operator, crew members, bystanders, 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

Attachments:

IK003194 Kit instructions
SVC2015-172 First notice

<p>Completion schedule:</p> <p><input checked="" type="checkbox"/> Product Safety Alert: Install immediately</p> <p><input type="checkbox"/> 90 days from MM/DD/YYYY</p> <p><input type="checkbox"/> 180 days from MM/DD/YYYY</p> <p><input type="checkbox"/> 1 year from MM/DD/YYYY</p> <p><input type="checkbox"/> Only units within standard limited warranty period</p> <p><input type="checkbox"/> N/A</p>	<p>Reimbursement:</p> <p><input checked="" type="checkbox"/> Product Safety Alert:</p> <p><input checked="" type="checkbox"/> All units listed above with less than __ hours or warranty start date in the last __ months</p> <p style="padding-left: 40px;"><input checked="" type="checkbox"/> Parts <input checked="" type="checkbox"/> Labor paid (Labor code: 9L50)</p> <p><input type="checkbox"/> Only units within standard limited warranty period</p> <p><input type="checkbox"/> No reimbursement</p>
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Internal reference: TREAD Act Code <i>(Choose one or more applicable codes)</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 Distribution:

Domestic

International

Both

We regret any inconvenience that these corrective measures may cause you. This required work is for safety of the machine operator, crew member, bystanders, towing vehicle occupants and other drivers and passengers traveling on the public roadways. We hope you agree that the safety benefits surpass the inconvenience.

Regards,
PRODUCT SAFETY DEPARTMENT

Enclosure: First notice owner letter – September 9, 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>



Transport Canada Recall 2015-362

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

	PRODUCT SAFETY RECALL
Final Notice	
BC900XL Discharge Chute Update Kit (IK003194)	

SAMPLE
OWNER
LETTER

March 16, 2023

Model: «Model»
Serial #: «SerialN»

Dear **BC900XL** owner:

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

In September 2015 and November 2018, 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 2012-2015 Vermeer BC900XL.

Our records indicate that the product safety update **may not** have been installed on your Vermeer **BC900XL** brush chipper.

If the kit has **not been installed**, please contact your independent, authorized **Vermeer dealership** immediately to arrange a mutually acceptable time and location to have your machine upgraded **at no cost** to you for labor or materials. The installation of this kit is estimated at 1.5 hours of labor. 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»

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 machine operator, crew member, bystanders, towing vehicle occupants and other drivers and passengers traveling on the public roadways. We hope you agree that the safety benefits surpass the inconvenience.

Regards,

PRODUCT SAFETY DEPARTMENT

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