



SERVICE BULLETIN

Vermeer Corporation

Environmental
Pella, Iowa 50219 USA

FIELD CAMPAIGN SERVICE BULLETIN #:SVC2023-116

DATE: 7 September 2023

**CAMPAIGN
TYPE:**

Mandatory – Product Safety
DEALER INSTALLATION ONLY

**CAMPAIGN
CATEGORY:**

Bulletin Only

Subject:



**PRODUCT
SAFETY
RECALL**

FINAL NOTICE

**BC1000XL, BC1200XL,
and BC1500 Brush
Chipper Wheel and Tire
Information Update Kit
(IK003961)**

This bulletin includes machines:

- **Manufactured from 2006–2016 which may have purchased replacement wheels from the part center between August 2016 to February 2020; and,**
- **Manufactured from 2016–2020 which identified “good” wheels in their inspection.**

1. **IK01:** Order one of these kit versions which includes English text safety sign and English supplemental operator’s and maintenance manual for machines located in the United States, Canada (except Quebec), Australia or New Zealand.
2. **IK02:** Order one of these kit versions which includes no-text safety sign and English + translated supplemental operator’s and maintenance manuals for machines located in other global regions.

Additional details regarding parts included in kit versions are shown below.

MACHINE/ ATTACHMENT MODEL(S):	SERIAL NUMBERS:		Kit version
	Included	Excluded	
BC1000XL	18736, 19941, 20605, 20970, 21629, 22848, 22918, 23131, 23899, 23933, 24299, 24874,	None Does not include:	IK01: safety sign (English text); tire

	25176, 25210, 25213, 25214, 25243, 30638, 30639	<ul style="list-style-type: none"> 5200 lb (2360 kg) electric brake axle 	placard; and English supplemental manual
BC1000XL	<p>None (Current location of machines indicate IK02 is not required.)</p>	<p>18736, 19941, 20605, 20970, 21629, 22848, 22918, 23131, 23899, 23933, 24299, 24874, 25176, 25210, 25213, 25214, 25243, 30638, 30639</p> <p>Does not include:</p> <ul style="list-style-type: none"> 5200 lb (2360 kg) electric brake axle 	IK02: safety sign (no-text); tire placard; and English + translated supplemental manual
BC1200XL	<p>381, 382, 398, 401, 403, 409, 421, 433, 438, 441, 442, 454, 457, 459, 464, 468, 474, 1001, 1005, 1010, 1015, 1021, 1040, 1041, 1044, 1054, 1069, 1080, 1097, 1110, 1116, 1119, 1120, 1122, 1123, 1129, 1131, 1138, 1179, 1181, 1186, 1189, 1204, 1207, 1215, 1221, 1224, 1242, 1249, 1254, 1256, 1304, 1313, 1333, 1336, 1338, 1345, 1358, 1390, 1394, 1406, 1426, 1435, 1436, 1440, 1445, 1447, 1453, 1459, 1463, 1522, 1530–1532, 1538, 1539, 1547, 1548, 1550, 1560, 1566, 1567, 1570, 1573, 1576, 1590, 1592–1594, 1601, 3022, 3024, 3029, 3036, 3040, 3047, 3048, 3065, 3091, 3096, 3158, 3515, 3520, 3521, 3624</p>	<p>449, 1037</p> <p>Does not include: Sales Codes 088, 2VP, 5VP</p>	IK01: safety sign (English text); tire placard; and English supplemental manual
BC1200XL	449, 1037	<p>381, 382, 398, 401, 403, 409, 421, 433, 438, 441, 442, 454, 457, 459, 464, 468, 474, 1001, 1005, 1010, 1015, 1021, 1040, 1041, 1044, 1054, 1069, 1080, 1097, 1110, 1116, 1119, 1120, 1122, 1123, 1129, 1131, 1138, 1179, 1181, 1186, 1189, 1204, 1207, 1215, 1221, 1224, 1242, 1249, 1254, 1256, 1304, 1313, 1333, 1336, 1338, 1345, 1358, 1390, 1394, 1406, 1426, 1435, 1436, 1440, 1445, 1447, 1453, 1459, 1463, 1522, 1530–1532,</p>	IK02: safety sign (no-text); tire placard; and English + translated supplemental manual

		1538, 1539, 1547, 1548, 1550, 1560, 1566, 1567, 1570, 1573, 1576, 1590, 1592–1594, 1601, 3022, 3024, 3029, 3036, 3040, 3047, 3048, 3065, 3091, 3096, 3158, 3515, 3520, 3521, 3624 Does not include: Sales Codes 088, 2VP, 5VP	
BC1500	See attached listing on pages 9–12 of this bulletin for specific VIN/SN.	2040, 5484, 5575, 5613, 8225, 8477 Does not include: EU Trailer, Sales Codes 055, 14VP, 10VP	IK01: safety sign (English text); tire placard; and English supplemental manual
BC1500	2040, 5484, 5575, 5613, 8225, 8477, 8716	See attached listing on pages 9–12 of this bulletin for specific VIN/SN. Does not include: EU Trailer, Sales Codes 055, 14VP, 10VP	IK02: safety sign (no-text); tire placard; and English + translated supplemental manual

Background:

In September 2020 and February 2022, owner notifications were sent regarding the above-referenced product safety recall. We have not received confirmation that all the machines have been updated.

Dealers were previously notified on service bulletin SVC2020-057 about a supplier wheel safety defect. If an owner purchased replacement wheels between August 2016 through early February 2020, a defective wheel may have been installed on their brush chippers identified on pages 2-3 of this bulletin.

Models	Tire/Wheel Assembly Part Number	Wheel Part Number
BC1000XL	163647430	163647428
BC1200XL	163647430	163647428
	163647422	163547345
BC1500	163647430	163647428
	163647422	163647345

POSSIBLE LOSS OF WHEEL AND RISK OF CRASH

Specific wheels (steel rim) with 8 bolt pattern on 6½ inch (165 mm) circle to be used with 5/8” studs provided by a supplier:

- have an incorrect lug nut contact area causing wheel lug nuts to loosen; and/or
- can develop possible cracks causing the tire to lose air pressure.

DEATH OR SERIOUS INJURY

Both conditions may increase the risk of wheel loss and the risk of a crash. **Death or serious injury** is possible. Property damage may also occur.

**Defective Supplier Wheel
Improper Lug Nut Seat
and Potential Cracks**
Identified by continuously raised lug nut surface



**Properly Manufactured Wheel
Correct Lug Nut Seat**
Identified by raised surface only around lug nut location



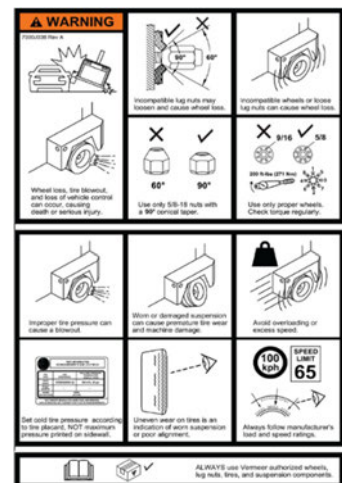
Reference: Service bulletin SVC2020-113 first notice and service bulletin SVC2022-054 second notice for this product safety recall.

Solution:

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

On March 20, 2020, owners of the brush chippers identified above were mailed an owner letter notification to inspect the wheels to identify **IF** it was equipped with supplier defective wheels. A portion of the owners have completed the inspection, while other owners have not yet responded. There are **two** status categories:

1. **Inspection completed** - Brush chippers equipped with “good” non-defective wheels. For these machines, as well as machines manufactured from 2016–2020 which identified “good” wheels in their inspection, the owners will be mailed a letter with instructions to contact their dealer to have IK003961 installed. IK003961 contains a new safety sign (shown to the right), a new wheel/tire specification placard decal, and a Supplemental Operator’s and Maintenance Manual. See sample owner #1 at end of this Bulletin. **This kit must be installed as soon as possible.**



2. **Inspection not completed; no response received** - Brush chipper built from 2006–2016 with unknown wheel status. For these machines, owners will be mailed a letter with instructions to inspect the wheels.
 - a. If “good” non-defective wheels are installed, the owner must:
 - i. **Complete and return** inspection form with photos to safetyform@vermeer.com for which they will receive a Vermeer Corporation \$50.00 USD Parts Certificate; **and**,
 - ii. **Contact their dealer** to install IK01 or IK023961.
 - b. If “bad” defective supplier wheels are installed, the owner must:

- i. **Complete and return** inspection form with photos to safetyform@vermeer.com; **and**,
- ii. **Contact their dealer** to install the applicable version of the following kits:

Model	Kit *
BC1000XL	IK003940
BC1200XL, SN 101 – 377	IK003973
BC1200XL, SN 378 – 3624	IK003941
BC1500	IK003922

For brush chippers with “bad” defective supplier wheels, **do not install IK003961** as the kits listed above contain similar parts.

If there are any questions about if wheels are defective, please send photos to: safetyform@vermeer.com.

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 September 7, 2023, to dealerships shown in our records which have units in their territory affected by this recall. Please review the report for accuracy, including:
 - Report 1: **Inspection completed** - Brush chippers equipped with “good” **non-defective wheels**. If IK003961 has **not** been installed, the report will indicate status of “OPEN”.
 - **Contact your affected customer(s)** to schedule a mutually acceptable time to upgrade their machine(s) with IK003961. **Note:** Letters will be sent to the owners on or about **September 21, 2023**. *Refer to Owner Notification Sample Letter 1 on pages 13 – 14 of the SVC2020-113 bulletin.*
 - Report 2: **Inspection not completed; no response received** - Brush chipper **unknown wheel status**.
 - **Contact your affected customer(s)** to inform them an inspection must be completed. The owner letter notification will be sent on or about **September 21, 2023**. *Refer to Owner Notification Sample Letter 2 on pages 15 – 17 on the SVC2020-113 bulletin* which will instruct the owner to:
 - a) **Inspect the brush chipper’s wheels** and
 - b) **Return Inspection form** with photos to safetyform@vermeer.com. *See Inspection form on pages 18 – 19 of the SVC2020-113 bulletin*; and,
 - c) Contact their dealer to install either:
 - **If inspection indicates “good” non-defective wheels**, install **IK01** or **IK023961** on customer’s machine.
 - **If inspection indicates “bad” defective supplier wheels**, install:

Model	Kit *
BC1000XL	IK003940
BC1200XL, SN 101 – 377	IK003973
BC1200XL, SN 378 – 4520	IK003941
BC1500	IK003922

- **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 **September 19, 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 IK003961 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 September 21, 2023. *Also refer to Owner Notification section below.*
 4. **Translated manuals.** For those dealers in global locations where English is not the primary/official language, EzParts will require the Model and VIN be entered at time of order to enable a translated supplement manual to be provided in the official/primary language. If the translated supplemental manual is available in the language required at time of order, the translated manual will be shipped with IK02 from the Parts Distribution Center. If the translated Supplemental Manual is not yet available, the translated manual will be sent from Product Safety department when it becomes available referencing the Sales Order number of IK02, Model and VIN.

If you have any questions concerning the installation of IK003961, please contact the environmental service department.

REIMBURSEMENT

Upon completion of each IK003961 kit installation:

- **Inspection form** with wheel photos must be received by Vermeer Corporation product safety department before dealer can submit a campaign warranty claim to enable updates to the iWarranty campaign record for each serial number.
- **Kit reimbursement:** Dealer submit a campaign warranty claim to the corporate warranty department for reimbursement of the cost of the parts and labor to install the IK003961. Labor hours to install: **1.0 hour**.
- **Dealer inspection:** If dealer assists owner with wheel inspection (customer does not perform inspection), dealer will be reimbursed 1.0 hour of labor. Dealer must submit standard warranty claim with wheel photos and inspection form attached referencing IK003961 in causal part number field. If a customer submits inspection form directly to Vermeer Corporation, the dealer will not be paid for a second inspection.
- **Part certificate:** Upon receipt of a **Vermeer \$50 USD parts certificate** from a machine owner who completed the inspection and identified a

“good” non-defective wheel, submit a standard warranty claim referencing SVC2020-056, the model and VIN and attaching a copy of the parts certificate. Add parts certificate to the other charges tab as a net item.

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 September 21, 2023. Owner letter notifications will be provided in the following languages:

• Arabic	• Italian
• Brazilian Portuguese	• Malay
• Bulgarian	• Norwegian
• Chinese	• Pilipino
• Dutch	• Polish
• French	• Spanish
• German	• Thai
• Hindi	• Turkish
• Indonesian	

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 IK003961 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 crew, the towing vehicle occupants and others traveling the public roadways. We hope you agree that the safety benefits surpass the inconvenience.

PRODUCT SAFETY DEPARTMENT

Attachments:

IK003961 Kit instructions
SVC2020-113 First notice

Completion Schedule: <input checked="" type="checkbox"/> Product Safety Alert: Install immediately <input type="checkbox"/> 90 days from MM/DD/YYYY <input type="checkbox"/> 180 days from MM/DD/YYYY <input type="checkbox"/> 1 year from MM/DD/YYYY <input type="checkbox"/> Only Units within Standard Limited Warranty Period <input type="checkbox"/> N/A	Reimbursement: <input checked="" type="checkbox"/> Product Safety Alert: <input checked="" type="checkbox"/> All Units Listed Above <input checked="" type="checkbox"/> Parts <input checked="" type="checkbox"/> Labor Paid (Labor Code: SB20) <input type="checkbox"/> Only Units within Standard Limited Warranty Period <input type="checkbox"/> No Reimbursement
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Internal Reference: TREAD Act Code <i>(Choose one or more codes applicable)</i>	<input type="checkbox"/>	--	Not Applicable	<input 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 checked="" type="checkbox"/>	20	Wheels
	<input type="checkbox"/>	11	Electrical	<input type="checkbox"/>	21	Trailer hitch

BC1500 AFFECTED MACHINES - IK01-3961


MODEL	VIN	MODEL	VIN	MODEL	VIN
BC1500					
BC1500					
BC1500					
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NHTSA SAFETY RECALL NUMBER 20V-085

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

SAMPLE OWNER LETTER



**IMPORTANT
SAFETY
RECALL**

Final Notice
BC1000XL, BC1200XL and BC1500
Brush Chipper Wheel and Tire
Information Update Kit
(IK003961)

September 21, 2023

Model: «Model»

This notice applies to your vehicle,

Serial No: «VIN»

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 September 2020 and February 2022, 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 2006-2020 Vermeer «MODEL».

Our records indicate that the product safety update **may not** have been installed on your Vermeer «Model» 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 1.0 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: «Service_Dealer_Name»
 «Serv_Dealer_Add1» «Serv_Dealer_Add2»
 «Serv_Dealer_City» «Serv_Dealer_St» «Serv_Dealer_Zip»
 «SERV_DEALER_COUNTRY»

Telephone: «Serv_Dealer_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 crew, the towing vehicle occupants and other traveling 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, 2020

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>



CANADA SAFETY RECALL NUMBER 2020-056

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

SAMPLE
OWNER
LETTER



**IMPORTANT
SAFETY
RECALL**

Final Notice
BC1000XL, BC1200XL and BC1500
Brush Chipper Wheel and Tire
Information Update Kit
(IK003961)

September 21, 2023

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

Dear «Model» owner:

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

In September 2020 and February 2022, 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 2006-2020 Vermeer «MODEL».

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

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Contact your local Vermeer dealer: «Service_Dealer_Name»
 «Serv_Dealer_Add1» «Serv_Dealer_Add2»
 «Serv_Dealer_City» «Serv_Dealer_St» «Serv_Dealer_Zip»
 «SERV_DEALER_COUNTRY»
Telephone: «Serv_Dealer_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.*

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Regards,

PRODUCT SAFETY DEPARTMENT

Enclosure: First notice owner letter – September 9, 2020

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