



SERVICE BULLETIN

Vermeer Corporation

Environmental
Pella, Iowa 50219 USA

FIELD CAMPAIGN SERVICE BULLETIN #: SVC2023-107

DATE: 10 August 2023

CAMPAIGN
TYPE:

Mandatory – Product Safety
DEALER INSTALLATION ONLY

CAMPAIGN
CATEGORY:

Bulletin Only

MACHINE/ ATTACHMENT MODEL(S):	SERIAL NUMBERS:		Kit version
	Included	Excluded	
BC1200XL	101–104, 111, 118, 119, 121, 127, 128, 130, 132–136, 138, 143, 149, 150, 152, 154, 156, 158–163, 168–170, 172–174, 177–178, 182, 185, 186, 189, 191–200, 206–208, 210–214, 216, 219, 222, 225–228, 230, 231, 235, 239, 241, 247–250, 255–257, 260–266, 268, 271–273, 275, 277–279, 281–285, 288–293, 295–297, 299, 300, 305, 306, 310–319, 329, 334, 335, 337–346, 347–350, 355–358, 360–362, 376 Units with “Bad” Supplier Defective Floatation Wheels	113, 157, 205, 302, 303, 352, 374 And units equipped with Standard Wheels 105–110, 112, 114–116, 120, 12– 126, 137, 139–142, 144–148, 151, 155, 164–167, 175, 176, 180, 181, 183–184, 187, 188, 190, 201–204, 209, 215, 217, 221, 223, 232, 234, 236–238, 242–246, 252–254, 258, 259, 267, 269, 270, 274, 276, 280, 286, 287, 294, 301, 304, 307– 309, 320–328, 330, 331, 336, 351, 353, 354, 359, 363–373	IK01: 8-bolt steel wheels on 6½", 9/16" studs; Tires 235/80R16 LRE; text safety sign and English Operator's/Maintenance Manuals
BC1200XL	113, 157, 205, 302, 303, 352, 374 Units with “Bad” Supplier Defective Floatation Wheels	101 – 104, 111, 118, 119, 121, 127, 128, 130, 132–136, 138, 143, 149, 150, 152, 154, 156, 158–163, 168–170, 172–174, 177–178, 182, 185, 186, 189, 191–200, 206–208, 210–214, 216, 219, 222, 225–228, 230, 231, 235, 239, 241, 247–250, 255–257, 260-266, 268, 271–	IK02: 8-bolt steel wheels on 6½", 9/16" studs; Tires 235/80R16 LRE; no-text safety sign and English + translated Operator's/Maintenance Manuals

		273, 275, 277–279, 281–285, 288–293, 295–297, 299, 300, 305, 306, 310–319, 329, 334, 335, 337–346, 347–350, 355–358, 360–362, 376 And units equipped with Standard Wheels	
BC1200XL	117, 129, 131, 153, 171, 179, 219, 220, 224, 229, 231, 233, 251, 298, 332, 333, 346, 375, 377 Units with “Good” Non-Defective Supplier Floatation Wheels per Inspections received by 12 Aug 2020	240 Units with “Bad” Supplier Defective Floatation Wheels and units equipped with Standard Wheels	IK03: text safety sign and English Operator’s/Maintenance Manuals
BC1200XL	240 Units with “Good” Non-Defective Supplier Floatation Wheels per Inspections received by 12 Aug 2020	117, 129, 131, 153, 171, 179, 219, 220, 224, 229, 231, 233, 251, 298, 332, 333, 346, 375, 377 Units with “Bad” Supplier Defective Floatation Wheels and units equipped with Standard Wheels	IK04: no-text safety sign and English + translated Operator’s/Maintenance Manuals

Subject:



BC1200XL Wheel and Tire Assembly Replacement Kit (IK003973)

Background:

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

1. **IK01 or IK03:** Order one of these kit versions which includes English text safety sign and **English** operator’s and maintenance manuals for machines located in the United States, Canada (except Quebec), Australia, New Zealand and other English-speaking global regions.

2. **IK02 or IK04:** Order one of these kit versions which includes no-text safety sign and English + translated operator's and maintenance manuals for machines located in other global regions.
Additional details regarding parts included in kit versions shown below.

Note: Serial numbers in the included ranges below are according to wheel inspections received by August 12, 2020.

Dealers were previously notified on 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.

Model	Tire/Wheel Assembly Part Number	Wheel Part Number
BC1200XL	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.

Reference: Service bulletin SVC2020-114 first notice and service bulletin SVC2022-071 second notice for this product safety recall.

**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



Solution:

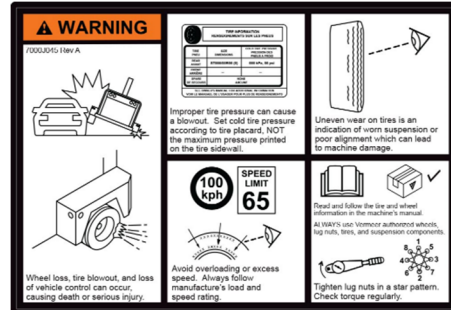
IMMEDIATE MACHINE MODIFICATIONS REQUIRED

IK003973 has been created to provide the necessary parts and instructions to inspect the wheels to identify **IF** it was equipped with supplier defective wheels. **This kit must be installed as soon as possible.**

1. **Inspection completed** - Brush chippers equipped with “good” non-defective wheels. For the 2006 – 2016 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 IK03- or IK04-3973 installed.

IK003973 contains a new safety sign (shown to the right) and updated operator's manual and maintenance manuals. No wheel/tire assembly is included in IK03- or IK04-3973. See sample owner letter #1 at end of this Bulletin. **This kit must be installed as soon as possible.**



2. **Inspection not completed; no response received** - Brush chippers 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 **IK03-** or **IK04-3973**.
 - 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 IK01-** or **IK02-3973** which includes:

IK013973: Wheels, tires, text safety sign and updated English operator's manual and maintenance manual	
IK023973: Wheels, tires, no-text safety sign and updated English + translated operator's manual and maintenance manual	
Wheel:	8-bolt steel on 6½" rims with 9/16" studs
Tire:	235/80R16 LRE
Wheel/lug nut:	9/16" 60-degree cone
Tire load rating:	3520 lb (1600 kg) at 80 psi (590 kPa)
<p>Destroy wheels and tires. When you remove the supplier defective steel rim/wheels, these wheels can never be used or sold for any purpose. The wheels MUST be destroyed:</p> <ul style="list-style-type: none"> • Remove the tire from the steel rim/wheel or deflate the tire. • Torch cut the wheel(s) across the lug nut area. • Take photo(s) of the destroyed wheel(s) and attach to campaign warranty claim. • Discard the lug nuts so they can never be used or sold for any purpose. • The removed used tires may be retained in your used tire inventory or disposed of. The cost of tire removal and disposal is included in the labor hours. 	

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 August 10, 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 IK003973 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 **August 21, 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 IK003973 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(s). **Note:** Letters will be sent to the customer(s) on or about **August 24, 2023**. *Also refer to Owner Notification section below.*
4. **Translated manuals.** For those dealers in global locations where English is not the official language, EzParts will require the model and VIN be entered at the time of order to enable translated manual(s) to be provided in the official language. If the translated manual(s) is available in the language required at the time of order, the translated manual will be shipped with IK003973 from the parts distribution center. If the translated manual(s) is not yet available, the translated manual(s) will be sent from the product safety department when the manual(s) becomes available and will reference the sales order number, the IK version, model and VIN.

If you have any questions concerning the installation of IK003973, please contact the environmental service department.

REIMBURSEMENT

Upon completion of each IK003973 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 parts and labor to install the kit. Labor hours to install are as follows:
 - **IK013973: 2 hours**

- Must include photos of destroyed wheels.
- Must include a copy of the Work Order if travel is requested.
- Note: Tire disposal is included in the labor hours. No additional reimbursement will be paid.
- **IK023973: 2 hours**
 - Must include photos of destroyed wheels.
 - Must include a copy of the Work Order if travel is requested.
 - Note: Tire disposal is included in the labor hours. No additional reimbursement will be paid.
- **IK033973: 1 hour**
- **IK043973: 1 hour**
- **Dealer inspection:** If dealer assists owner with wheel inspection (customer does not perform inspection), dealer will be reimbursed 1.0 hour(s) of labor. Dealer must submit **standard** warranty claim with wheel photos and inspection form attached referencing IK00-3973 in causal part number field. If customer submits inspection form directly to Vermeer Corporation, the dealer will not also 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 SVC2020-057, 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 August 24, 2023. Owner letter notifications will be provided in the following languages:

• Brazilian Portuguese	• Malay
• Chinese	• Spanish
• French	

All translated owner notices will also include owner notification 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 IK003973 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:

IK003973 Kit instructions
SVC2020-114 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

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

**BC1200XL Wheel and Tire
Assembly Replacement Kit
(IK00-3973)**

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

August 24, 2023

Dear **BC1200XL** owner:

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

In September 2020 and March 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, which relates to motor vehicle safety, exists in certain model year 2006-2020 Vermeer BC1200XL.

Our records indicate that the product safety update **may not** have been installed on your Vermeer **BC1200XL** 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: «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 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.