



# SERVICE BULLETIN

## Vermeer Corporation

Environmental

Pella, Iowa 50219 USA

FIELD CAMPAIGN SERVICE BULLETIN #: SVC2023-124

DATE: 29 August 2023

**CAMPAIGN TYPE:**

**Mandatory – Product Safety**  
**DEALER INSTALLATION ONLY**

**CAMPAIGN CATEGORY:**

Bulletin Only

**Subject:**



**PRODUCT SAFETY RECALL**

**FINAL NOTICE**

**BC1000XL Wheel and Tire Assembly Replacement Kit (IK003940)**

1. IK01, IK03: Order one of these kit versions which includes English Supplemental Operator's and Maintenance Manual for machines located in the United States, Canada (except Quebec), Australia or New Zealand.
2. IK02, IK04: Order one of these kit versions which includes English + translated Supplemental Operator's and Maintenance Manuals for machines located in other global regions,

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

MACHINE/ ATTACHMENT MODEL(S):	SERIAL NUMBERS:		Kit version
	Included	Excluded	
BC1000XL	See attached listing on page 7 of this bulletin for specific VIN and serial/unit numbers <b>ONLY</b> includes 7000 lb (3175 kg) electric brake axle	None <b>Does not include:</b> <ul style="list-style-type: none"> <li>• 5200 lb (2360 kg) electric brake axle</li> <li>7000 lb (3175 kg) electric brake axle</li> </ul>	<b>IK01:</b> Solid Steel Wheels 8 on 6 ½", 5/8" studs; Heavy Duty Tires 245/75R17.5 LRJ 18 ply; safety sign (English text); tire placard; and English supplemental manual
BC1000XL	None (Current location of machines indicate IK02 is not required.) <b>ONLY</b> includes 7000 lb (3175 kg) electric brake axle	See attached listing on page 7 of this bulletin for specific VIN and serial/unit numbers <b>Does not include:</b> <ul style="list-style-type: none"> <li>• 5200 lb (2360 kg) electric brake axle</li> <li>7000 lb (3175 kg) electric brake axle</li> </ul>	<b>IK02:</b> Solid Steel Wheels 8 on 6 ½", 5/8" studs; Heavy Duty Tires 245/75R17.5 LRJ 18 ply; safety sign (no-text); tire

			placard; and English + translated supplemental manual
<b>BC1000XL</b> Temporary wheel/tire assembly solution (Assembly PN 163759457) previously installed.	<b>18666, 19872, 27664. 28255, 28256, 29157, 30635 – 30637</b> <b>ONLY</b> includes 7000 lb (3175 kg) electric brake axle	<b>None</b> <b>Does not include:</b> • 5200 lb (2360 kg) electric brake axle 7000 lb (3175 kg) electric brake axle	<b>IK03:</b> Safety sign (English text), tire placard; and English supplemental manual
<b>BC1000XL</b> Temporary wheel/tire assembly solution (Assembly PN 163759457) previously installed.	<b>None</b> <b>(Current location of machines indicate IK04 is not required.)</b> <b>ONLY</b> includes 7000 lb (3175 kg) electric brake axle	<b>18666, 19872, 27664. 28255, 28256, 29157, 30635 – 30637</b> <b>Does not include:</b> • 5200 lb (2360 kg) electric brake axle 7000 lb (3175 kg) electric brake axle	<b>IK04:</b> Safety sign (no-text), tire placard; and English + translated supplemental manual

**Background:** In July 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.

Dealers were previously notified on Service Bulletin SVC2020-052 Rev. 1, SVC2020-056 and SVC2020-057 about a supplier wheel safety defect.

Models	Tire/Wheel Assembly Part Number	Wheel Part Number
BC1000XL	163647430	163647428

**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



These Service Bulletins provided instructions for:

1. Destruction of dealer inventory for affected part numbers:
2. Install temporary solution (Assembly PN 163769457) on units that could not maintain torque and/or tire pressure.
3. Owner notifications to inspect each wheel to determine if supplier wheels were installed and to notify Vermeer Corporation of the inspection results.

**POSSIBLE LOSS OF WHEEL AND RISK OF CRASH**

Specific wheels (steel rim) with bolt pattern 8 on 6½ inch (165 mm) circle to be used with 5/8” studs provided by a supplier [only 7000 lb (3175 kg) electric brake axle configuration]:

- 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 POSSIBLE

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.

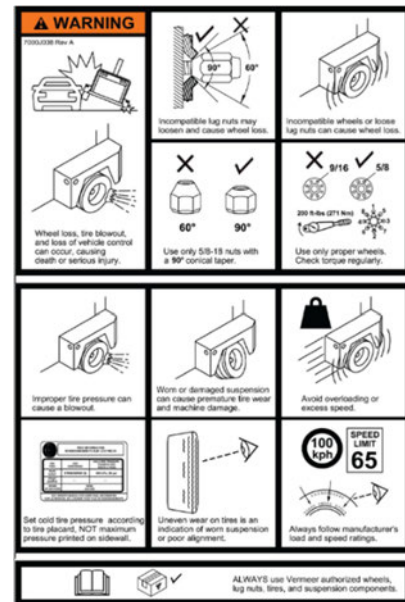
*Reference: Service bulletin SVC2020-095 first notice and service bulletin SVC2022-062 second notice for this product safety recall.*

#### Solution:

#### IMMEDIATE MACHINE MODIFICATIONS REQUIRED

IK003940 has been created to provide the necessary parts and instructions to replace the wheel and tire assembly, install a new safety sign (shown at right), a new wheel/tire specification placard, and provide a supplemental operator’s and maintenance manual. **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.



## 1. Kit versions descriptions and instructions:

a. IK013940: Includes wheels, tires, safety sign, wheel/tire specification placard decal, English supplemental manual	
b. IK023940: Includes wheels, tires, safety sign, wheel/tire specification placard decal, English + translated supplemental manual	
Wheel:	Solid Steel 8 on 6½ inch; 5/8" studs
Tire:	Heavy duty, 235/75R17.5 LRJ (18 ply)
Wheel/lug nut:	5/8-inch 90-degree cone w/ clamp rings
Tire load rating:	4410 lb (2000 kg) at 85 psi (590 kPa)
<p>Destroy wheel and tires. When you remove the supplier defective steel rim/wheels, these wheels can never be used or sold for any purpose. The wheels <b>must</b> be destroyed:</p> <ul style="list-style-type: none"> <li>• Remove the tire from the steel rim/wheel or deflate the tire.</li> <li>• Torch cut the wheel(s) across the lug nut area.</li> <li>• Take photo(s) of the destroyed wheel(s) and attach to campaign warranty claim.</li> <li>• Discard the lug nuts so they can never be used or sold for any purpose.</li> <li>• 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.</li> </ul>	

c. IK033940: NO wheels and tires; Includes safety sign, wheel/tire specification placard decal and English supplemental manual	
d. IK043940: NO wheels and tires; Includes safety sign, wheel/tire specification placard decal and English + translated Supplemental Manual	
ONLY for machines that Temporary wheel/tire assembly solution (Assembly PN 163759457) was previously installed.	

Note: BC1000XL production machines with 7000 lb axle will be equipped with the 17.5" wheel/tire assembly identified in this field campaign kit.

### DEALER PARTICIPATION

#### REVIEW REPORT, ORDER KITS, CONTACT CUSTOMERS

1. **Reports** will be emailed during the week of August 29, 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 IK003940 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 **September 11, 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 IK003940 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 12, 2023. *Also refer to Owner Notification section below.*
4. **Translated manuals. 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 and IK04 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 or IK04, Model and VIN.

If you have any questions concerning the installation of IK003940, please contact the environmental service department.

#### **REIMBURSEMENT**

Upon completion of each kit installation, a **campaign** warranty claim must be submitted to the corporate warranty department for reimbursement of the cost of the parts and labor to install the kit. The campaign warranty claim:

1. Must include photos of destroyed wheels (IK01, IK02 only).
2. Must include a copy of the work order if travel is requested.

Labor hours to install IK01 or IK02: **2.0 hours**. Note: Tire disposal is included in the labor hours. No additional reimbursement will be paid.

Labor hours to install IK03 or IK04: **1.0 hours**. No photos for installation of these kit versions are required. Applicable only if temporary wheel solution (assembly PN 163769457) was previously installed.

If dealer assists owner with wheel inspection, dealer will be reimbursed 1.0 hour of labor. Dealer must submit **standard** warranty claim with wheel photos and inspection form attached referencing IK003940 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.

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

#### **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 September 12, 2023, via USPS certified/registered mail. Owner notice translations will be provided in the following languages:

- 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 IK003940 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:**

- IK003940 Kit instructions
- SVC2020-095 First notice

<p><b>Completion schedule:</b></p> <p><input checked="" type="checkbox"/> <b>Product Safety Alert: Install immediately</b></p> <p><input type="checkbox"/> <b>90 days from MM/DD/YYYY</b></p> <p><input type="checkbox"/> <b>180 days from MM/DD/YYYY</b></p> <p><input type="checkbox"/> <b>1 year from MM/DD/YYYY</b></p> <p><input type="checkbox"/> <b>Only units within standard limited warranty period</b></p> <p><input type="checkbox"/> <b>N/A</b></p>	<p><b>Reimbursement:</b></p> <p><input checked="" type="checkbox"/> <b>Product Safety Alert</b></p> <p><input type="checkbox"/> <b>Product Compliance</b></p> <p><input checked="" type="checkbox"/> <b>All units listed above with less than __ hours or warranty start date in the last __ months</b></p> <p style="padding-left: 20px;"><input checked="" type="checkbox"/> <b>Parts</b> <input checked="" type="checkbox"/> <b>Labor paid (Labor code: SB23)</b></p> <p><input type="checkbox"/> <b>Only units within standard limited warranty period</b></p> <p><input type="checkbox"/> <b>No reimbursement</b></p>
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<b>Internal reference:</b> <b>TREAD Act Code</b> <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 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 checked="" 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**







NHTSA SAFETY RECALL NUMBER 20V-085

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



**IMPORTANT  
SAFETY  
RECALL**

**Final Notice**

**BC1000XL Wheel and Tire  
Assembly Replacement Kit  
(IK003940)**

SAMPLE  
OWNER  
LETTER

September 12, 2023

Dear «Model» owner:

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

*This notice is sent to you in accordance with the requirements of the U.S. National Traffic and Motor Vehicle Safety Act.*

In July 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, that relates to motor vehicle safety, exists in certain model year 2016 – 2020 Vermeer «MODEL».

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

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 2 hours of labor for IK01 or IK02, 1 hour(s) of labor for IK03 or IK04. 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 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 – July 30, 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](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



**IMPORTANT  
SAFETY  
RECALL**

**Final Notice**  
**BC1000XL Wheel and Tire  
Assembly Replacement Kit  
(IK003940)**

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

September 12, 2023

Dear «Model» owner:

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

In July 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.**

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