



# SERVICE BULLETIN

## Vermeer Corporation

Environmental  
Pella, Iowa 50219 USA

FIELD CAMPAIGN SERVICE BULLETIN #: SVC2022-054

DATE: 3 February 2022

CAMPAIGN  
TYPE:

Mandatory – Product Safety  
**DEALER INSTALLATION ONLY**

CAMPAIGN  
CATEGORY:

Bulletin Only

| MACHINE/<br>ATTACHMENT<br>MODEL(S): | SERIAL NUMBERS:  |  | Kit version   |
|-------------------------------------|--|--|---|
|                                     | Included   | Excluded   |   |
| BC1000XL                            | 18736, 19941, 20605,<br>20970, 21629, 22848,<br>22918, 23131, 23899,<br>23933, 24299, 24874,<br>25176, 25210, 25213,<br>25214, 25243, 30638,<br>30639  | <p><b>None</b><br/><b>Does not include:</b></p> <ul style="list-style-type: none"> <li>5,200 lb (2 360 kg)<br/>electric brake axle</li> </ul>  | <b>IK01:</b> safety sign (English text); tire placard; and <b>English</b> supplemental manual         |
| BC1000XL                            | <p><b>None</b><br/>(Current location of machines indicate IK02 is not required.)</p>   | <p>18736, 19941, 20605, 20970,<br/>21629, 22848, 22918, 23131,<br/>23899, 23933, 24299, 24874,<br/>25176, 25210, 25213, 25214,<br/>25243, 30638, 30639</p> <p><b>Does not include:</b></p> <ul style="list-style-type: none"> <li>5,200 lb (2 360 kg)<br/>electric brake axle</li> </ul> | <b>IK02:</b> safety sign (no-text); tire placard; and <b>English + translated</b> supplemental manual |
| BC1200XL                            | 381, 382, 398, 401, 403,<br>409, 421, 433, 438, 441,<br>442, 454, 457, 459, 464,<br>468, 474, 1001, 1005, 1010,<br>1015, 1021, 1040, 1041,<br>1044, 1054, 1069, 1080,<br>1097, 1110, 1116, 1119,<br>1120, 1122, 1123, 1129,<br>1131, 1138, 1179, 1181,<br>1186, 1189, 1204, 1207,<br>1215, 1221, 1224, 1242, | <p><b>449, 1037</b><br/><b>Does not include:</b><br/>Sales codes 088, 2VP, 5VP</p>   | <b>IK01:</b> safety sign (English text); tire placard; and <b>English</b> supplemental manual         |

|                 |  |  |   |
|-----------------|--|--|---|
|                 | 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 |  |   |
| <b>BC1200XL</b> | <b>449, 1037</b>   | 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<br><b>Does not include:</b><br>Sales codes 088, 2VP, 5VP | <b>IK02:</b> safety sign (no-text); tire placard; and <b>English + translated supplemental manual</b> |
| <b>BC1500</b>   | <b>See attached listing on pages 9 – 12 of this bulletin for specific VIN/SN.</b>  | 2040, 5484, 5575, 5613, 8225, 8477<br><b>Does not include:</b><br>EU trailer, sales codes 055, 14VP, 10VP  | <b>IK01:</b> safety sign (English text); tire placard; and <b>English supplemental manual</b>         |
| <b>BC1500</b>   | <b>2040, 5484, 5575, 5613, 8225, 8477, 8716</b>  | <b>See attached listing on pages 9 – 12 of this bulletin for specific VIN/SN.</b><br><b>Does not include:</b>  | <b>IK02:</b> safety sign (no-text); tire placard; and <b>English + translated supplemental manual</b> |

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|  |  | EU trailer, sales codes 055,<br>14VP, 10VP |  |
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**Subject:**



BC1000XL,  
BC1200XL and  
BC1500 Brush  
Chipper Wheel  
and Tire  
Information  
Update Kit  
(IK00-3961)

**Background:**

In September 2020, 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-in 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.

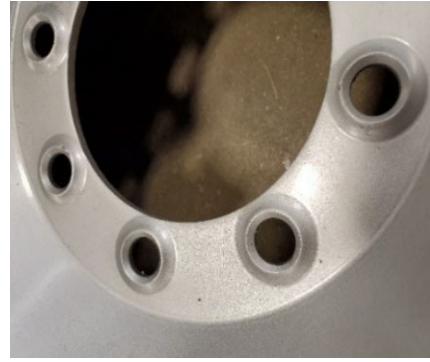
**DEATH OR SERIOUS INJURY POSSIBLE**

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.

**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

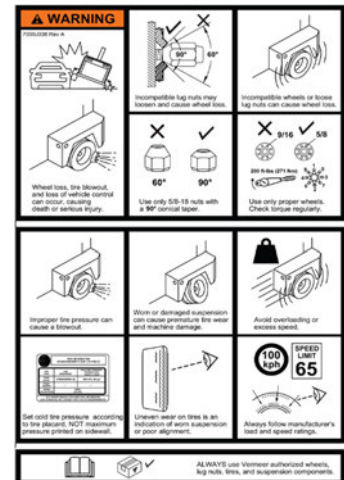


**Solution:**

**IMMEDIATE MACHINE MODIFICATIONS REQUIRED**

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 IK00-3961 installed. IK00-3961 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 the first notice SVC2020-113 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](mailto: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 IK02-3961.
  - b. If “**bad**” **defective supplier wheels** are installed, the owner must:
    - i. **Complete and return** inspection form with photos to [safetyform@vermeer.com](mailto:safetyform@vermeer.com); **and**,
    - ii. **Contact their dealer** to install the applicable version of the following kits:

| Model                   | Kit *     |
|-------------------------|-----------|
| BC1000XL                | IK00-3940 |
| BC1200XL, SN 101 – 377  | IK00-3973 |
| BC1200XL, SN 378 – 3624 | IK00-3941 |
| BC1500                  | IK00-3922 |

For brush chippers with “bad” defective supplier wheels, **do not install IK00-3961** 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](mailto: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 February 3, 2022, 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 IK00-3961 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 IK00-3961. **Note:** Letters will be sent to the owners on or about **February 17, 2022**. 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 **February 17, 2022**. 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](mailto: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 IK02-3961 on customer’s machine.
        - If inspection indicates “bad” defective supplier wheels, install:

| Model                   | Kit *     |
|-------------------------|-----------|
| BC1000XL                | IK00-3940 |
| BC1200XL, SN 101 – 377  | IK00-3973 |
| BC1200XL, SN 378 – 4520 | IK00-3941 |
| BC1500                  | IK00-3922 |

Please review the report for accuracy, including owner and/or address changes. If the information contained in the two reports are **NOT** correct, please notify the product safety department on or before February 16, 2022, at:

Telephone: 641-621-7060  
Fax: 641-621-8562  
Email: [productsafety@vermeer.com](mailto:productsafety@vermeer.com)

- **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 **February 17, 2022**, 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 IK00-3961 in stock. Enter kit orders in iParts/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 customers on or about February 17, 2022. Also refer to Owner Notification section below.
  4. **Translated manuals.** For those dealers in global locations where English is not the official language, iParts/ExParts 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 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 IK00-3961, please contact the environmental service department.

#### **REIMBURSEMENT**

Upon completion of each IK00-3961 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 IK00-3961. 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 IK00-3961 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 February 17, 2022. Owner letter notifications will be provided in the following languages:

|                        |             |
|------------------------|-------------|
| • Arabic               | • Malay     |
| • Brazilian Portuguese | • Malaysian |
| • Bulgarian            | • Maltese   |
| • Chinese              | • Norwegian |
| • Dutch                | • Pilipino  |
| • French               | • Polish    |
| • German               | • Russian   |
| • Hindi                | • Spanish   |
| • Indonesian           | • Thai      |
| • Italian              | • Turkish   |

All translated owner notices will also include English owner notification.

We regret any inconvenience 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 the safety benefits surpass the inconvenience.

#### **PRODUCT SAFETY DEPARTMENT**

**Attachments:**

IK00-3961 Kit instructions  
SVC2020-113 First notice

|   |  |
|---|--|
| <b>Completion schedule:</b><br><input checked="" type="checkbox"/> <b>Product Safety Alert: Install immediately</b><br><input type="checkbox"/> <b>90 days from MM/DD/YYYY</b><br><input type="checkbox"/> <b>180 days from MM/DD/YYYY</b><br><input type="checkbox"/> <b>1 year from MM/DD/YYYY</b><br><input type="checkbox"/> <b>Only units within standard limited warranty period</b><br><input type="checkbox"/> <b>N/A</b> | <b>Reimbursement:</b><br><input checked="" type="checkbox"/> <b>Product Safety Alert</b><br><input type="checkbox"/> <b>Product Compliance</b><br><input checked="" type="checkbox"/> <b>All units listed above</b><br><input checked="" type="checkbox"/> <b>Parts</b> <input checked="" type="checkbox"/> <b>Labor paid (Labor code: SB20)</b><br><input type="checkbox"/> <b>Only units within standard limited warranty period</b><br><input type="checkbox"/> <b>No reimbursement</b> |
|---|--|

|   |                          |    |                                 |                                     |    |                   |
|---|--------------------------|----|---------------------------------|-------------------------------------|----|-------------------|
| <b>Internal reference:</b><br><b>TREAD Act Code</b><br><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 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 | REDACTED | BC1500 | REDACTED | BC1500 | REDACTED |
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**BC1500 AFFECTED MACHINES - IK01-3961**

| MODEL  | VIN      | MODEL  | VIN      | MODEL  | VIN      |
|--------|----------|--------|----------|--------|----------|
| BC1500 | REDACTED | BC1500 | REDACTED | BC1500 | REDACTED |
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**BC1500 AFFECTED MACHINES - IK01-3961**

| MODEL  | VIN      | MODEL  | VIN      | MODEL  | VIN      |
|--------|----------|--------|----------|--------|----------|
| BC1500 | REDACTED | BC1500 | REDACTED | BC1500 | REDACTED |
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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

|   |  |
|---|--|
|  | <p><b>IMPORTANT<br/>SAFETY<br/>RECALL</b></p> <p><b>Second Notice</b></p> <p><b>Brush Chipper Wheel and<br/>Tire Information Kit<br/>(IK00-3961)</b></p> |
|---|--|

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

February 17, 2022

*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, 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 hour(s) 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.**

|  |
|--|
| <p><b>Contact your local Vermeer dealer:</b>    «SERV_DLR_NAME»<br/>  «SERV_DLR_ADD1»<br/>  «SERV_DLR_CITY STATE ZIP»<br/>  «SERV_DLR_COUNTRY»</p> <p style="text-align: right;"><b>Telephone:</b>                    «SERV_DLR_PHONE»</p> |
|--|

If the kit has **been installed**, please inform 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 that you agree that the safety benefits surpass the inconvenience.

Regards,

**PRODUCT SAFETY DEPARTMENT**

Enclosure: First notice owner letter – September 9, 2020