



SERVICE BULLETIN

Vermeer Corporation

Environmental
Pella, Iowa 50219 USA

FIELD CAMPAIGN SERVICE BULLETIN #: SVC2023-057

DATE: 14 March 2023

CAMPAIGN
TYPE:

Mandatory – Product Safety
DEALER INSTALLATION ONLY

CAMPAIGN
CATEGORY:

Bulletin Only

MACHINE/ ATTACHMENT MODEL(S):	SERIAL NUMBERS:		Kit version
	Included	Excluded	
BC1000XL	34638 – 34666	34646 – 34649, 34654, 34665	IK01
BC1200XL	6043 – 6047	None	IK01
BC900XL	3583 – 3586	None	IK02

Subject:



Discharge Chute
Retainer Block
Replacement Kit
(IK004126)

Background:

In October 2021, owner notifications were sent regarding the above-referenced product safety recall. We have not received confirmation that all the machines have been updated.

Vermeer Corporation has decided that a defect that relates to motor vehicle safety exists in certain model year 2021 Vermeer BC900XL, BC1000XL and BC1200XL brush chippers.

POSSIBLE LOSS OF DISCHARGE CHUTE AND RISK OF CRASH

The retainer blocks, which secure the discharge chute, may not have been properly manufactured, which could result in loose bolts and possible separation of discharge chute from the brush chipper.

DEATH OR SERIOUS INJURY

When towing the brush chipper on public roadways, **death or serious injury** may result if discharge chute becomes separated from the brush chipper and strikes another vehicle or pedestrian on the roadway. While operating the brush chipper on jobsites, crew member(s) may be injured if struck by the discharge chute. Property or equipment damage may also occur.

Reference: Service bulletin SVC2021-147 first notice for this product safety recall.

Solution:

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

IK004126 has been created to provide the necessary parts and instructions to replace the discharge chute retainer block. **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.

DEALER PARTICIPATION REVIEW REPORT, ORDER KITS, CONTACT CUSTOMERS

1. **Reports** will be emailed during the week of March 14, 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 IK004126 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 27, 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 IK004156 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 March 28, 2023. *Also refer to Owner Notification section below.*

If you have any questions concerning the installation of IK004156, 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: 1.0 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 28, 2023. Owner registrations indicate no translations are required for this campaign. The owner letter will only be available 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 IK004126 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 members, other drivers and passengers on public roadways, and pedestrians. We hope you agree that the safety benefits surpass the inconvenience.

PRODUCT SAFETY DEPARTMENT

Attachments:

- IK004126 Kit instructions
- SVC2021-147 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 type="checkbox"/> Product Compliance</p> <p><input checked="" type="checkbox"/> All units listed above with less than N/A hours or warranty start date in the last N/A months</p> <p style="padding-left: 20px;"><input checked="" type="checkbox"/> Parts <input checked="" type="checkbox"/> Labor paid (Labor code: SB21)</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 checked="" 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 type="checkbox"/>	20	Wheels
	<input type="checkbox"/>	11	Electrical	<input type="checkbox"/>	21	Trailer hitch

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 members, other drivers and passengers on public roadways and pedestrians. We hope you agree that the safety benefits surpass the inconvenience.

Regards,

PRODUCT SAFETY DEPARTMENT

Enclosure: First notice owner letter – October 21, 2021

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>