



SERVICE BULLETIN

Vermeer Corporation

Environmental
Pella, Iowa 50219 USA

FIELD CAMPAIGN SERVICE BULLETIN #: SVC2022-136

DATE: 11 August 2022

CAMPAIGN
TYPE:

Mandatory-Product Safety
DEALER INSTALLATION ONLY

CAMPAIGN
CATEGORY:

Kit and Bulletin

| MACHINE/ ATTACHMENT MODEL(S): | SERIAL NUMBERS: | | Kit version |
|-------------------------------------|--|--|-------------|
| | Included | Excluded | |
| BC1800XL | 50150, 50151, 50155, 50156, 50160, 50161, 50165, 50167, 50168, 50170 | 50156, 50160, 50167, 50168, 50170 | IK01 |
| BC1800XL | 50152, 50154, 50157 – 50159, 50162, 50164, 50166, 50169, 50171 – 50173 | 50162, 50164, 50166, 50169, 50171 – 50173 | IK02 |
| BC1800XL | 50153, 50163, 50174 | 50153, 50163, 50174 | IK03 |

Subject:



Tongue Replacement
Kit
(IK004226)

Background:

Vermeer has decided that a defect that relates to motor vehicle safety exists in certain model year 2022 Vermeer BC1800XL brush chippers.

PINTLE HITCH MOUNTING BOLTS FAILURE MAY OCCUR

During manufacturing, improper length mounting bolts were installed causing damage to the tapped threads. Inadequate thread engagement of the mounting bolts may result in bolt failure leading to pintle hitch separation from the tongue/towbar. See **photos below**.

If **improper length bolts** are installed (see photo to the right), contact your local Vermeer dealer to make arrangements for the dealer to **replace the tongue and pintle hitch bolts**.

IMPROPER LENGTH BOLT
(Bolt engaged in approximately 1/3 of tapped hole)



DO NOT:

- tow the brush chipper on public roadways,
or
- operate the brush chipper, as operation applies forces to the pintle hitch which may cause the improper length bolts to break resulting in injury and/or brush chipper damage.

DEATH OR SERIOUS INJURY POSSIBLE

When towing the brush chipper on public roadways, **death or serious injury** may result due to the loss of control of the brush chipper and towing vehicle. A pintle hitch separation from the tongue/towbar may increase the risk of a crash. Property or equipment damage may also occur.

Solution:

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

IK004266 has been created to provide the necessary parts and instructions to replace the tongue and pintle bolts of proper length. **The 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 August 11, 2022, to dealerships shown in our records which have units in their territory affected by this recall. Please review the report for accuracy, including owner and/or address changes.

If the information contained in the report is **not** correct, please notify the product safety department on or before August 24, 2022, at:

Telephone: 641-621-7060

Fax: 641-621-8562

Email: productsafety@vermeer.com

2. **Dealership orders kits** by entering the order into EzParts. Each dealership should determine the quantity of kits to order initially depending upon the number of units that may be available for immediate upgrade. **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 25, 2022**. Also refer to *Owner Notification section below*.

If you have any questions concerning the installation of IK004266, please contact the environmental service department.

REIMBURSEMENT

Kit installation. 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: 1.5 hours.

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 model/VINs.

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 August 25, 2022, via USPS certified/registered mail. 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 IK004226 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 these corrective measures may cause you. This required work is for the safety of the tow vehicle occupants and other drivers and passengers on the public roadway.

PRODUCT SAFETY DEPARTMENT

Attachment: IK004226 Kit instructions

| | |
|---|--|
| 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 type="checkbox"/> Product Compliance <input type="checkbox"/> All units listed above with less than __ hours or warranty start date in the last __ months <input checked="" type="checkbox"/> Parts <input checked="" type="checkbox"/> Labor paid (Labor code: SB22) <input type="checkbox"/> Only units within standard limited warranty period <input type="checkbox"/> No reimbursement |
|---|--|

| | | | | | | |
|----------------------------|--------------------------|----|----------------|--------------------------|----|-------------------|
| Internal reference: | <input type="checkbox"/> | -- | Not applicable | <input type="checkbox"/> | 12 | Exterior lighting |
| TREAD Act Code | <input type="checkbox"/> | 02 | Suspension | <input type="checkbox"/> | 16 | Structure |

| | | | | | | |
|--|--------------------------|----|---------------------------------|-------------------------------------|----|---------------|
| <i>(Choose one or more applicable codes)</i> | <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 checked="" type="checkbox"/> | 21 | Trailer hitch |

Dealer Distribution:

- Domestic**
- International**
- Both**



NHTSA SAFETY RECALL NUMBER 22V-499

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

SAMPLE
OWNER
LETTER

| | |
|---|--|
|  | <p>IMPORTANT SAFETY RECALL</p> <p>First Notice</p> <p>Tongue Replacement Kit (IK004226)</p> |
|---|--|

August 25, 2022

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.

Vermeer has decided that a defect that relates to motor vehicle safety exists in certain model year 2022 Vermeer BC1800XL brush chippers. According to our records, you currently own a Vermeer BC1800XL brush chipper. The model and serial number are shown at the center of this letter.

PINTLE HITCH MOUNTING BOLTS FAILURE MAY OCCUR

During manufacturing, improper length mounting bolts were installed causing damage to the tapped threads. Inadequate thread engagement of the mounting bolts may result in bolt failure leading to pintle hitch separation from the tongue/towbar. See **photos below**.

| | |
|---|--|
| <p>If improper length bolts are installed (see photo to the right), contact your local Vermeer dealer to make arrangements for the dealer to replace the tongue and pintle hitch bolts.</p> <p>DO NOT:</p> <ul style="list-style-type: none"> tow the brush chipper on public roadways, or operate the brush chipper as operation applies forces to the pintle hitch which may cause the improper length bolts to break resulting in injury and/or brush chipper damage. | <p style="text-align: center;">IMPROPER LENGTH BOLT (Bolt engaged in approximately 1/3 of tapped hole)</p>  |
|---|--|

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

IK004266 has been created to provide the necessary parts and instructions to replace the tongue and pintle bolts of proper length. **The kit must be installed as soon as possible.**

Please contact your authorized independent **Vermeer dealer** immediately to arrange a mutually acceptable time and location to install IK004226 **at no cost** to you for labor or materials. The installation of this kit is

estimated at 1.5 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 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.

We regret any inconvenience that these corrective measures may cause you. The required work is for the safety of the tow vehicle occupants and other drivers and passengers on the public roadway.

Regards,
PRODUCT SAFETY DEPARTMENT

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 <https://www.safercar.gov>