




NHTSA SAFETY RECALL NUMBER 24V-098

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>IK4524 Surge Brake Drawbar Replacement Kit (IK004524)</p>
<p>Model: «Model»</p> <p>This notice applies to your vehicle,</p> <p>Serial No: «VIN»</p>	

September 5, 2024

Dear BC1800XL owner:

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

Vermeer has decided that a defect which relates to motor vehicle safety exists in certain model year 2016 – 2024 Vermeer BC1800XL brush chipper. According to our records, you currently own a Vermeer BC1800XL brush chipper. The model and serial number are shown at the top center of this letter.

SURGE BRAKE DRAWBAR FAILURE MAY OCCUR

One or more cracks can develop in the surge brake drawbar which can result in severe damage to the brush chipper. If a crack develops and is not identified during the maintenance interval inspections, the drawbar can bend and/or break resulting in loss of stability while towing.

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/or towing vehicle. A drawbar failure may increase the risk of a crash. Property or equipment damage may also occur.

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

IK004524 has been created to provide the necessary parts and instructions to replace affected drawbars. Vermeer will provide a remedy kit, integrating a new surge brake tongue weldment. **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 IK004524 **at no cost** to you for labor or materials. The installation of this kit is estimated at 2 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»

WHAT IF YOU HAVE ALREADY PAID FOR THIS REPAIR?

You may be eligible to receive a reimbursement for the cost of repairs made prior to receiving this notice. To request reimbursement, first email productsafety@vermeer.com and request a Reimbursement Request Form. You may submit your receipts along with the completed request for reimbursement by email to productsafety@vermeer.com.

Upon receipt of your submission, the information will be reviewed, and someone from Vermeer or the Vermeer dealership that made the repairs may reach out if they have any questions.

Vermeer will make a reimbursement determination within sixty (60) days from receipt of your complete reimbursement and repair information. If your initial submission is incomplete, Vermeer will advise you within sixty days of that submission of any additional information needed to make a reimbursement determination. If your claim is denied, Vermeer will send you a notice stating the reasons for that determination. Valid claims will be reimbursed once your complete reimbursement and repair information has been verified and recorded in our system.

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 towing vehicle occupants and other drivers and passengers on the public roadways.

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>