



NHTSA SAFETY RECALL NUMBER 24V357

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

IK01
SAMPLE



IMPORTANT SAFETY RECALL

First Notice
**BC900XL LUG NUT TORQUE
INSTRUCTION CORRECTION
Kit
(IK004561)**

July 11, 2024

Dear BC900XL owner:

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

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 2015 – 2022 Vermeer BC900XL Brush Chippers. According to our records, you currently own a Vermeer BC900XL Brush Chipper. The model and serial number are shown at the top center of this letter.

WHEEL LUG NUTS MAY LOOSEN, LOSS OF WHEEL POSSIBLE

Wheel bearing grease/repack procedure in the Maintenance Manual included incorrect lug nut torque specification. Incorrectly torqued lug nuts can become loose. Loose lug nuts can cause damage to the wheel rim and result in separation from the brush chipper.

DEATH OR SERIOUS INJURY POSSIBLE

Death or serious injury is possible if wheel separates from the brush chipper while being towed on a public highway, resulting in a crash. Property or equipment damage may also occur.

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

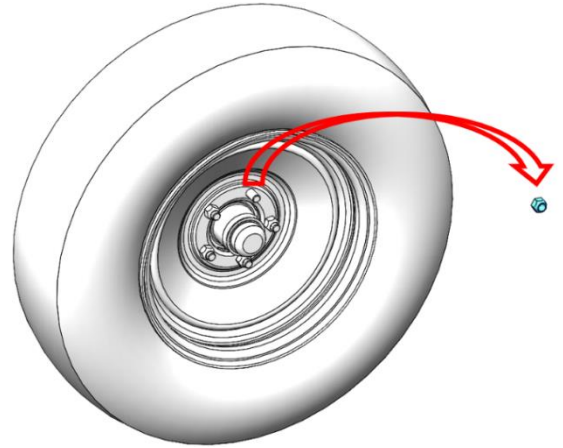
IK004561 has been created to provide the necessary parts and instructions to replace incorrect Maintenance and Service Manuals, inspect existing parts for damage, and replace damaged parts.

IK014561 will provide an updated maintenance manual and inspection form directly to owners. Owners will be instructed to begin using the updated manual information immediately. Check all lug nuts and studs on affected machines for damage, return the inspection form with the required information, and coordinate with their dealer to replace damaged parts. The remedy should take about 1 hour to complete.

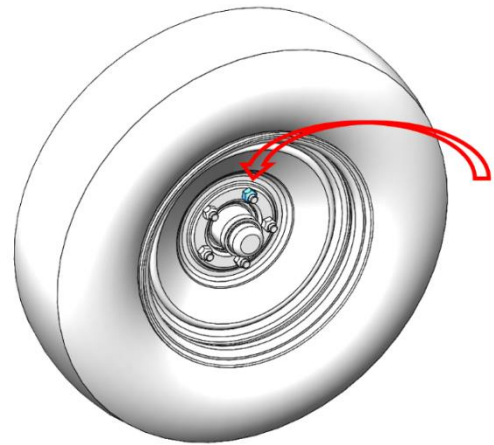
What you should do.

Lug nut inspection procedure for IK014561:

1. Remove lug nut.



2. Re-install lug nut.



3. Torque to 95 ft-lb (129Nm)
4. Repeat for all lug nuts.
5. If all lug nuts torque to 95 ft-lb (129 Nm), **no further action is needed.**
 - a. Email completed lug nut inspection form to safetyforms@vermeer.com to receive \$50.00 USD parts credit certificate, and for Vermeer to update records.
6. If any lug nuts are stripped, broken, or unable to maintain 95 ft-lb (129 Nm) torque, **further actions are required.**
 - a. Contact your local Vermeer dealer immediately to make arrangements to get IK034156 installed.
 - b. Email completed lug nut inspection form to safetyforms@vermeer.com to receive \$50.00 USD parts credit certificate, and for Vermeer to update records

Please contact your authorized independent Vermeer dealer immediately if any lug nuts are stripped, broken, or unable to maintain 95 ft-lb (129 Nm) to arrange a mutually acceptable time and location to install IK034561 **at no cost** to you for labor or materials. The installation of this kit is estimated at 1 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 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>



Model: «Model»

This notice applies to your vehicle,

Serial No: «VIN»



IMPORTANT SAFETY RECALL

First Notice

BC900XL LUG NUT TORQUE INSTRUCTION CORRECTION Kit (IK004561)

MACHINE OWNER LUG NUT INSPECTION FORM		
1. Who completed the inspection?	<input type="checkbox"/> Machine owner	<input type="checkbox"/> Dealer
2. Has the prior maintenance manual been discarded?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
3. Were you able to reach the correct torque 95ft-lbs (129 Nm) on all lug nuts?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	All lug nuts can torque to 95ft-lbs (129 Nm).	Lug nuts are stripped, broken or unable to maintain 95ft-lbs (129 Nm)
1. Complete Machine owner information below. 2. Email completed form to safetyform@vermeer.com . 3. All of the machine's lug nuts can torque 95 ft-lb (129 Nm). No further action is needed. 4. Machine's lug nuts are stripped, broke or unable to machine 95 ft-lb (129Nm) torque. The lug nut and stud kit are required for the machine. Contact Vermeer dealer immediately. The Vermeer dealer contact information is contained in the letter mailed with his form.		
5. Email completed form to: safetyform@vermeer.com .		
Contact name:	«MERGE»	
Contact email:		
Company:	«MERGE»	
Address:	«MERGE»	
City, state/province, postal code, county:	«MERGE»	
Completed by:	X	
	Print name:	Date
Update any of the above machine owner information as needed.		

Questions about the product safety alert? Please contact your local Vermeer dealer.

Questions about returning this Lug Nut Inspection Form? Contact product safety department, Vermeer Corporation
Email: productsafety@vermeer.com • Toll-free: 800-829-0051, option 1 • Telephone: 641-621-7060

Thank you for your cooperation in returning this report to Vermeer Corporation.