



NHTSA SAFETY RECALL NUMBER 24V357

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

IK02  
SAMPLE

OWNER

July 11, 2024

Dear BC900XL owner:



## IMPORTANT SAFETY RECALL

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

**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 Chipper. 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.

IK024561 will provide updated service manuals to current owners of a Service Manual.

Please see the enclosed kit instruction to steps to replace the updated maintenance manual. Enclosed you will find.

1. Maintenance Manual
2. Kit instruction relating to the enclosed updated manual.

Please begin to follow the update instructions immediately.

**Please contact** your authorized independent Vermeer dealer if you have questions.

**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](mailto: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](mailto: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>