



NHTSA SAFETY RECALL NUMBER 24V-505

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

SAMPLE
OWNER
LETTER



**IMPORTANT
SAFETY
RECALL**

First Notice

**Brush Chipper Axle
mounting Hardware
Replacement Kit
(IK004576)**

Model: «Model»

Serial #: «SerialN»

August 22, 2024

Dear BC1200XL 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 2024 Vermeer BC1200XL brush chippers.

AXLE MOUNTING BOLTS MAY LOOSEN, LOSS OF AXLE SUPPORT IS POSSIBLE

Proper torque may not have been applied to axle mounting bolts when axle was installed. Loose axle mounting bolts may allow axle to shift or become completely separated from brush chipper frame, increasing the risk of a crash.

DEATH OR SERIOUS INJURY POSSIBLE

Death or serious injury is possible if axle assembly shifts or separates from the brush chipper frame while being towed on a public highway.

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

IK004576 has been created to provide the necessary parts and instructions to replace and properly torque axle mounting hardware. **The kit is available as of August 8, 2024, and 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 IK004576 at no cost to you for labor or materials. The installation of this kit is estimated at 2.5 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»

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>