



SERVICE BULLETIN

Vermeer Corporation

Environmental
Pella, Iowa 50219 USA

FIELD CAMPAIGN SERVICE BULLETIN #: SVC2024-046 Rev. 1 DATE: 27 June 2024

CAMPAIGN
TYPE:

Mandatory – Product Safety
DEALER INSTALLATION ONLY

CAMPAIGN
CATEGORY:

Bulletin Only

Revision:

1. The bulletin is revised to update expected field remedy kit release date included in owner letters, and add additional BC1800XL units:

MODEL	SERIAL NUMBER		MODEL	SERIAL NUMBER
BC1800XL	10114		BC1800XL	50301
BC1800XL	10118		BC1800XL	50304
BC1800XL	10120		BC1800XL	50308
BC1800XL	10124		BC1800XL	50309
BC1800XL	10127		BC1800XL	50310
BC1800XL	10128		BC1800XL	50311
BC1800XL	10129		BC1800XL	50312
BC1800XL	10131		BC1800XL	50316
BC1800XL	10132		BC1800XL	52139
BC1800XL	10134		BC1800XL	52320
BC1800XL	10143		BC1800XL	52419

2. Product safety department will send reports to dealers for the added machines which are located in their area. Please respond with any edits to owner/address by July 10, 2024.

3. Owner notifications will be sent to registered machine owners:
a. For the recently added machines on July 11, 2024, see sample owner notification letter 3 on page 20 of this bulletin.
b. For owners who received the prior letter, see sample owner notification letter 2 on page 14 of this bulletin to reflect updated expected remedy date.

The remainder of this bulletin is provided for reference as originally published on 21 March 2024.

MACHINE/ ATTACHMENT MODEL(S):	SERIAL NUMBERS:		Kit version
	Included	Excluded	
BC1800XL	6018, 6031, 6050, 6059, 6060, 6080, 6092, 6141, 6161, 6162, 6194, 6211, 6305, 7260, 8571, 10114, 10118, 10120, 10124, 10127 – 10129, 10131, 10132, 10134, 10136, 10137, 10143, 50301, 50304, 50308 – 50312, 50316, 52139, 52320, 52419	None	N/A

Subject:



Interim Owner
Notification: Drawbar
Inspection Kit
(SVC2024-046 Rev 1)

Background:

Vermeer has decided a defect that relates to motor vehicle safety exists in certain model year 2016 – 2021 Vermeer BC1800XL trailers.

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 manual 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.

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 and the defect described herein has been remedied. Substantial civil penalties apply to violations of this law.

**Temporary
Solution:**

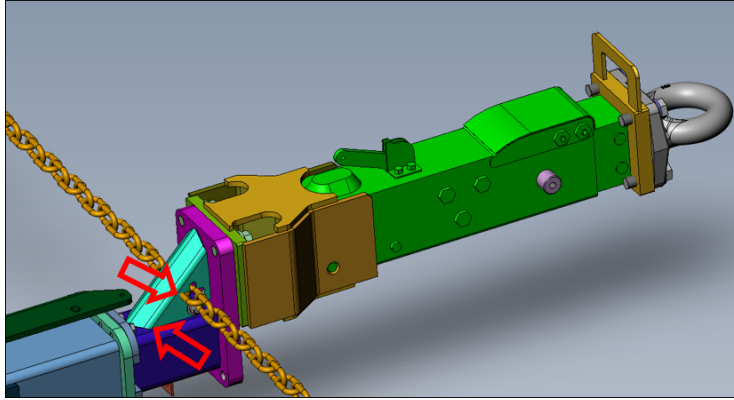
INSPECTION OF HITCH FOR CRACKS REQUIRED

Inspect, in the area around the gusset where the towing safety chains are retained, for: cracked paint, rust, or visual cracks. Dirt and chipped or cracked paint may need to be removed to check for a crack. A crack could be found around the base of the welds or near the safety chain retention slot. If a crack is found, contact the Environmental Service Department for instructions on ordering a replacement drawbar to be used until the final solution is installed with IK004524.

**SVC2024-046: BC1800XL DRAWBAR INSPECTION
LOCATION AND CRACK EXAMPLES**

Inspect drawbar for cracks every 50 hours or 200 miles, whichever occurs first. Contact your Vermeer dealer if cracks develop. Vermeer Corporation will notify you by letter when the final field remedy kit is available.

**Photo 1
Potential crack locations**



**Photo 2
Example of crack near safety chain location**



**Photo 3
Example of crack near weld**



**DEALER PARTICIPATION
REVIEW REPORT, CONTACT CUSTOMERS**

1. **Reports will be emailed** during the week of March 21, 2024, 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 April 3, 2024, at:

Telephone: 641-621-7060

Fax: 641-621-8562

Email: productsafety@vermeer.com

Note: Letters will be sent to the customer(s) on or about **April 4, 2024**. Also refer to *Owner Notification* section below.

2. **Contact your affected customer(s)** to schedule a mutually acceptable time to inspect their machine. **Note:** Letters will be sent to the customer(s) on or about **April 4, 2024**. Also refer to *Owner Notification* section below.
3. **Dealer inspection:** Using form on page 6 of this bulletin, complete and return **Dealer Inspection Results Report** to safetyform@vermeer.com and evservice@vermeer.com with inspection photos of crack(s) on drawbar.

If you have any questions concerning the regarding the interim notice of SVC2024-046, please contact the environmental service department.

REIMBURSEMENT

Inspection: Upon completion of each inspection, a campaign warranty claim must be submitted to the warranty department for reimbursement of labor. Labor hours to inspect: 1 hour.

Inspection and replacement of drawbar: Upon completion of each inspection and installation of the replacement drawbar, a campaign warranty claim must be submitted to the warranty department for reimbursement of labor. Labor hours to inspect and install drawbar: 2 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 April 4, 2024, via USPS certified/registered mail. Owner notice translations will be provided in the following languages:

• French	• Filipino
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All translated owner notices will also include owner notification in English.

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.


PRODUCT SAFETY DEPARTMENT

<p>Completion schedule:</p> <p><input checked="" type="checkbox"/> Product Safety Alert: Install immediately</p> <p><input type="checkbox"/> 90 days from MM/DD/YYYY</p> <p><input type="checkbox"/> 180 days from MM/DD/YYYY</p> <p><input type="checkbox"/> 1 year from MM/DD/YYYY</p> <p><input type="checkbox"/> Only units within standard limited warranty period</p> <p><input type="checkbox"/> N/A</p>	<p>Reimbursement:</p> <p><input checked="" type="checkbox"/> Product Safety Alert:</p> <p><input checked="" type="checkbox"/> All units listed above with less than __ hours or warranty start date in the last __ months</p> <p style="padding-left: 20px;"><input type="checkbox"/> Parts <input checked="" type="checkbox"/> Labor paid (Labor code: SB24)</p> <p><input type="checkbox"/> Only units within standard limited warranty period</p> <p><input type="checkbox"/> No reimbursement</p>
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<p>Internal reference:</p> <p>TREAD Act Code</p> <p><i>(Choose one or more applicable codes)</i></p>	<input type="checkbox"/>	--	Not applicable	<input type="checkbox"/>	12	Exterior lighting
	<input type="checkbox"/>	02	Suspension	<input type="checkbox"/>	16	Structure
	<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

<p>Dealer Distribution:</p> <p><input type="checkbox"/> Domestic</p> <p><input type="checkbox"/> International</p> <p><input checked="" type="checkbox"/> Both</p>
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**IMPORTANT
SAFETY
RECALL**

Interim Notice

**Drawbar Inspection
(SVC2024-046)**

DEALER INSPECTION RESULTS REPORT

1.	Perform machine inspection. Take photos of crack(s) on drawbar and VIN plate.	
	Model: BC1800XL	VIN:
	Machine owner contact:	
	Machine owner company:	
	Machine owner address:	
2.	Select applicable per machine inspection results:	
	<input type="checkbox"/> No cracks on drawbar.	<input type="checkbox"/> Yes, there are cracks on drawbar.
3.	Machine hours:	
3.	Email completed form to: safetyform@vermeer.com and evservice@vermeer.com .	
3.	Attach photos of drawbar taken during machine inspection and photos of VIN plate.	
4.	If there are cracks, Environmental Service Department will direct you in the next steps.	
	Dealer Inspection Results Report completed by:	X
	Print name:	
	Dealer name:	
	Dealer city, state/province:	
	Question regarding Dealer Inspection Results Report or iWarranty entry? Product Safety Department Telephone 641-621-7060 Email: productsafety@vermeer.com	Questions about machine inspection? EV Service Department Telephone: 888-838-1375 Email: evservice@vermeer.com



SAMPLE
OWNER
LETTER



**PRODUCT
SAFETY
ALERT**

Interim Notice

**Drawbar Inspection
(SVC2024-046)**

Model: «Model»

Serial #: «SerialN»

April 4, 2024

Dear BC1800XL owner:

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 a defect that relates to motor vehicle safety exists in certain model year 2016 – 2021 Vermeer BC1800XL trailers.

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 100-hour maintenance manual 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 INSPECTION REQUIRED

A service bulletin has been created to provide the necessary instructions for a dealer technician to inspect the hitch for cracks. If any cracks are found, the brush chipper may not be towed on public roadways until a replacement hitch is installed or final solution is installed with IK004524.

A Vermeer team is working diligently on identifying a final field remedy kit. Our goal is to release the final field remedy kit in May 2024. You will receive another letter from Vermeer Corporation when the final remedy kit is available. Until the final remedy is installed, you must perform inspection of the drawbar location identified in photos on page 3 of this letter every 50 hours or 200 miles, whichever occurs first.

Please contact your authorized, independent Vermeer dealer immediately to arrange a mutually acceptable time and location to inspect your machine(s) at no cost to you for labor or materials. If the Vermeer dealer travels to the unit to install the kit, costs may be incurred by the owner. **You must have your machine inspected** and, as applicable, a temporary replacement drawbar installed.

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

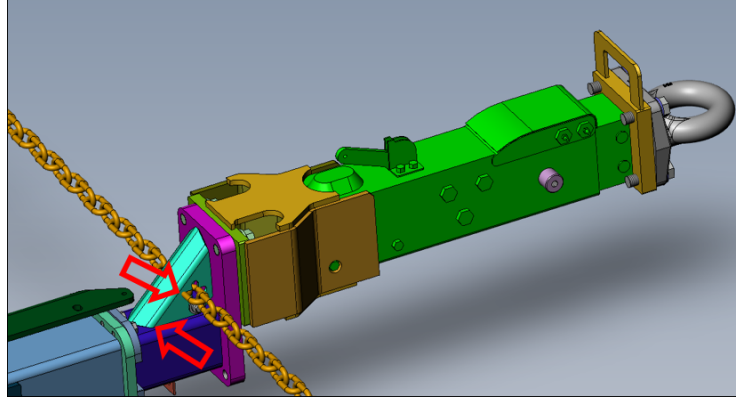
Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten (10) days.

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>.

**SVC2024-046: BC1800XL DRAWBAR INSPECTION
LOCATION AND CRACK EXAMPLES**

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**Photo 1
Potential crack locations**




**Photo 2
Example of crack near safety chain location**



**Photo 3
Example of crack near weld**





	<p>IMPORTANT SAFETY RECALL</p> <p>Interim Notice</p> <p>Drawbar Inspection (SVC2024-046)</p>
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<p>Model: «Model»</p> <p>Serial #: «SerialN»</p>
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April 4, 2024

Dear BC1800XL owner:

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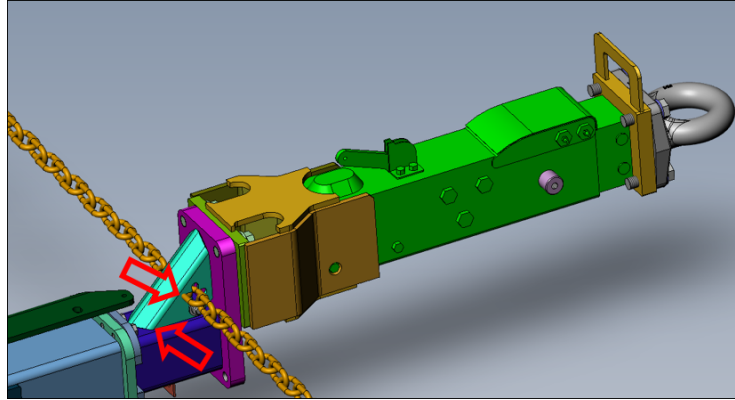
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**SVC2024-046: BC1800XL DRAWBAR INSPECTION
LOCATION AND CRACK EXAMPLES**

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**Photo 1
Potential crack locations**




**Photo 2
Example of crack near safety chain location**



**Photo 3
Example of crack near weld**







PRODUCT SAFETY ALERT

Interim Notice

Drawbar Inspection (SVC2024-046 Rev)

2 SAMPLE
OWNER
LETTER

July 11, 2024

Dear BC1800XL owner:

Model: «Model»

Serial #: «SerialN»

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

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«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

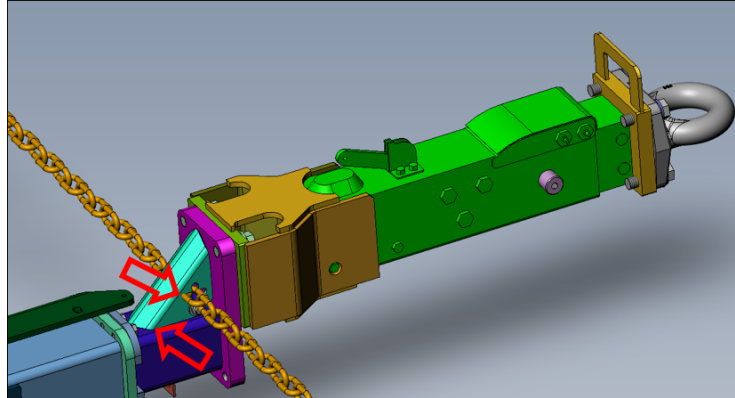
Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten (10) days.

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>.

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**Photo 1
Potential crack locations**




**Photo 2
Example of crack near safety chain location**



**Photo 3
Example of crack near weld**







**PRODUCT
SAFETY
ALERT**

Interim Notice

**Drawbar Inspection
(SVC2024-046 Rev)**

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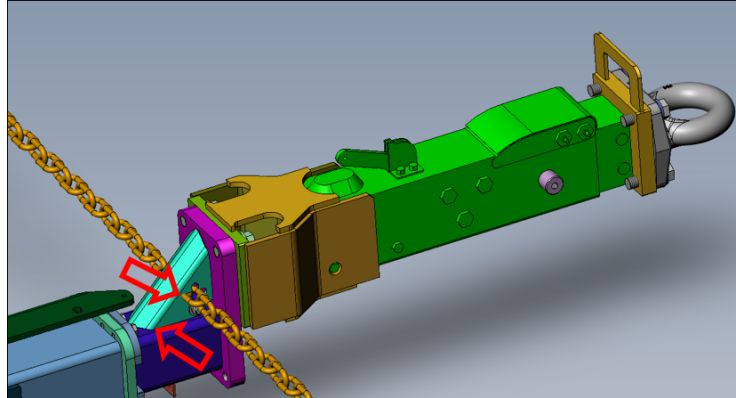
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**Photo 1
Potential crack locations**



**Photo 2
Example of crack near safety chain location**



**Photo 3
Example of crack near weld**





3 SAMPLE
OWNER
LETTER



**PRODUCT
SAFETY
ALERT**

Interim Notice

**Drawbar Inspection
(SVC2024-046)**

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«Serv_Dealer_City» «Serv_Dealer_St» «Serv_Dealer_Zip»
«SERV_DEALER_COUNTRY»

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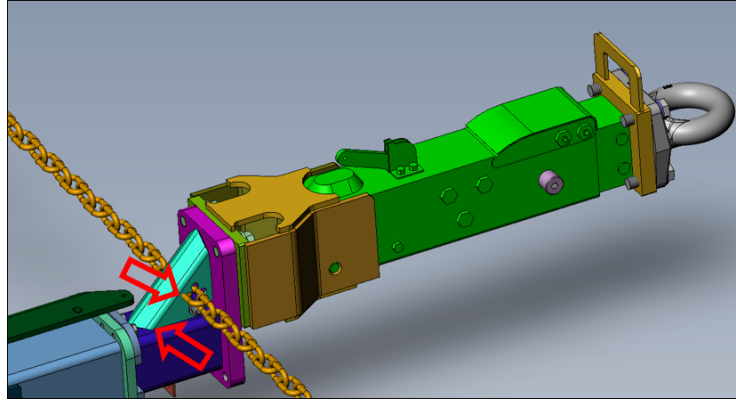
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