



# SERVICE BULLETIN

## Vermeer Corporation

Environmental  
Pella, Iowa 50219 USA

FIELD CAMPAIGN SERVICE BULLETIN #:SVC2024-079

DATE: 22 August 2024

CAMPAIGN  
TYPE:

Mandatory-Product Safety  
**DEALER INSTALLATION ONLY**

CAMPAIGN  
CATEGORY:

Kit and Bulletin

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	IK01

Subject:



**PRODUCT  
SAFETY  
RECALL**

**FIRST NOTICE**

IK4524 Surge Brake  
Drawbar Replacement  
Kit  
(IK004524)

Background:

Vermeer has decided that 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 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.

#### **Solution:**

### **IMMEDIATE MACHINE MODIFICATIONS REQUIRED**

IK004524 has been created to provide the necessary parts and instructions to replace affected drawbars. **The kit must be installed as soon as possible.** 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. Substantial civil penalties apply to violations of this law.

### **DEALER PARTICIPATION REVIEW REPORT, ORDER KITS, CONTACT CUSTOMERS**

1. **Reports will be emailed** during the week of August 22, 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 September 4, 2024, at:

Telephone: 641-621-7060

Fax: 641-621-8562

Email: [productsafety@vermeer.com](mailto:productsafety@vermeer.com)

2. **Dealership orders kits** by entering the order into EzParts. Each dealership should determine the quantity of kits to order initially depending upon the number of units that may be available for immediate upgrade. **Do not order more kits than needed for immediate installation.**
3. **Contact your affected customer(s)** to schedule a mutually acceptable time to upgrade their machine(s). **Note:** Letters will be sent to the customer(s) on or about **September 5, 2024**. *Also refer to Owner Notification section below.*

If you have any questions concerning the installation of IK004524, please contact the environmental service department.

### **REIMBURSEMENT**

**Kit installation.** Upon completion of each kit installation, a campaign warranty claim must be submitted to the warranty department for reimbursement of the cost of parts and labor to install the kit. Labor hours to install: 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 **September 5, 2024**, via USPS certified/registered mail. Owner notice translations will be provided in the following languages:

- French

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.

<p><b>Completion schedule:</b></p> <p><input checked="" type="checkbox"/> <b>Product Safety Alert: Install immediately</b></p> <p><input type="checkbox"/> <b>90 days from MM/DD/YYYY</b></p> <p><input type="checkbox"/> <b>180 days from MM/DD/YYYY</b></p> <p><input type="checkbox"/> <b>1 year from MM/DD/YYYY</b></p> <p><input type="checkbox"/> <b>Only units within standard limited warranty period</b></p> <p><input type="checkbox"/> <b>N/A</b></p>	<p><b>Reimbursement:</b></p> <p><input checked="" type="checkbox"/> <b>Product Safety Alert</b></p> <p><input type="checkbox"/> <b>Product Compliance</b></p> <p><input checked="" type="checkbox"/> <b>All units listed above with less than __ hours or warranty start date in the last __ months</b></p> <p style="padding-left: 20px;"><input checked="" type="checkbox"/> <b>Parts</b> <input checked="" type="checkbox"/> <b>Labor paid (Labor code: SB24)</b></p> <p><input type="checkbox"/> <b>Only units within standard limited warranty period</b></p> <p><input type="checkbox"/> <b>No reimbursement</b></p>
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<p><b>Internal reference:</b></p> <p><b>TREAD Act Code</b></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

**Dealer Distribution:**

**Domestic**

**International**


**Both**



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><b>IMPORTANT</b></p> <p><b>SAFETY</b></p> <p><b>RECALL</b></p>
	<p><b>First Notice</b></p> <p><b>IK4524 Surge Brake</b></p> <p><b>Drawbar Replacement Kit</b></p> <p><b>(IK004524)</b></p>
<p><b>Model:</b>        «Model»</p> <p>This notice applies to your vehicle,</p> <p><b>Serial No:</b>   «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 – 2021 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. **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.**

<b>Contact your local Vermeer dealer:</b>	
	«Service_Dealer_Name»
	«Serv_Dealer_Add1» «Serv_Dealer_Add2»
	«Serv_Dealer_City» «Serv_Dealer_St» «Serv_Dealer_Zip»
	«SERV_DEALER_COUNTRY»
<b>Telephone:</b>	«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](mailto: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](mailto: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](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>



TRANSPORT CANADA RECALL 2024-082

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

SAMPLE  
OWNER  
LETTER



**IMPORTANT  
SAFETY  
RECALL**

**First Notice**  
**IK4524 Surge Brake  
Drawbar Replacement Kit  
(IK004524)**

September 5, 2024

Dear BC1800XL owner:

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

*This notice is sent to you in accordance with the requirements of the Canada Motor Vehicle Safety Act.*

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«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»

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