



SERVICE BULLETIN

Vermeer Corporation

Environmental
Pella, Iowa 50219 USA

FIELD CAMPAIGN SERVICE BULLETIN #: SVC2025-077

DATE: 2025 June 24

CAMPAIGN TYPE:	Mandatory – Product Safety
CAMPAIGN CATEGORY:	Bulletin Only
	<p>Revision:</p> <ol style="list-style-type: none"> 1. The kit instructions and bulletin are being revised to separate the inspection form from IK01 and adding it to new kit version IK04. 2. Campaign chart on page 3, lug nut inspection procedure, reimbursement instructions, and owner letters have been updated to reflect IK04. 3. No dealer reports will be sent. 4. No owner notifications will be sent to registered owners. <p>The remainder of this bulletin is provided for reference as originally published on June 27, 2024</p>

MACHINE/ ATTACHMENT MODEL(S):	SERIAL NUMBERS:		Kit version
	Included	Excluded	
BC900XL	526, 2001 – 50107	None	IK01 Maintenance manual
BC900XL	2085, 2124, 2214, 2248, 2251, 2257, 2272, 2338, 2401, 2458, 2465, 2523, 2588, 2594, 2633, 2743, 2757, 3588, 3589, 3600	None	IK02 Service manual only

BC900XL	Units determined to need studs and lug nut kit after inspection	None	IK03 Install studs and lug nut kit DEALER INSTALLATION ONLY
BC900XL	526, 2001 – 50107	2019, 2034, 2042, 2052, 2065, 2084, 2085, 2093, 2100, 2105, 2124, 2128, 2130, 2134, 2148, 2167, 2172, 2175, 2180, 2201, 2210, 2212, 2231, 2302, 2312, 2313, 2323, 2329, 2330, 2333, 2336, 2343, 2344, 2375, 2384, 2390, 2392, 2431, 2442, 2450, 2461, 2469, 2470, 2472, 2475, 2476, 2481, 2485, 2486, 2496, 2499, 2502, 2506, 2508, 2511, 2527 – 2529, 2537, 2542, 2544, 2572; 2583, 2588, 2593, 2612, 2626, 2628, 2633, 2654, 2655, 2660, 2663, 2685, 2694, 2695, 2698, 2713, 2720, 2726, 2737, 2738, 2740, 2741, 2756, 2768, 2786, 2788, 2789, 2799, 2818, 3511, 3516, 3520, 3525, 3528, 3529, 3532, 3534, 3538, 3539, 3544, 3545, 3560, 3572, 3585, 3594, 3600, 3607, 3609, 3614, 3615, 3620 – 3622, 3628, 3629, 3633, 3642, 3653 – 3655, 3661, 3663, 3664, 3669, 3674, 3675, 3678, 5004, 5013, 5016, 5018, 5027, 50017, 50018, 50025, 50032, 50033, 50038, 50046, 50059, 50068, 50069, 50078, 50082, 50088, 50089, 50103	IK04 Inspection only

Subject:



BC900XL Lug Nut Torque
Instruction Correction Kit
(IK004561 Rev.1)

Background:

In July 2024, owner notifications were sent regarding the above-referenced product safety recall. We have not received confirmation that all the machines have been updated.

WHEEL LUG NUTS MAY LOOSEN, LOSS OF WHEEL POSSIBLE

Wheel bearing grease/repack procedure in the Maintenance and Service Manuals 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

Solution:

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 directly to owners. Owners will be instructed to begin using the updated manual information immediately.

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

IK034561 will be provided, based on inspection results, to replace damaged lug nuts and studs.

IK044561 will provide an inspection form directly to owners instructing them to 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 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.

Campaign #	Campaign Description	Status	Code Meaning
IK014561	BC900XL Lug Nut Torque Instructions Correction Kit	Open	The machine owner has not received the maintenance manual.
IK014561		Done	We have confirmation the machine owner has received the maintenance manual.
IK024561		Open	The machine owner has not received the service manual.

IK024561		Done	We have confirmation the machine owner has received the service manual.
IK034561		Open	The machine owner has returned the lug nut inspection form indicating lug nuts are stripped, broken, or unable to maintain 95 ft-lb (129 Nm) torque.
IK044561		Open	Machine owner has not returned the lug nut inspection form.
		Done	Machine owner has returned the lug nut inspection form. 1. The inspection form indicates all lug nuts can torque to 95 ft-lb (129 Nm). No further action is needed. The inspection form indicates lug nuts are stripped, broken, or unable to maintain 95 ft-lb (129 Nm) torque. The machine will be added to IK034561.

DEALER PARTICIPATION

REVIEW REPORT, ORDER KITS, CONTACT CUSTOMERS

1. Reports will be emailed during the week of June 24, 2025, to dealerships shown in our records which have units in their territory affected by this recall. Please review the report for accuracy, including:
 - **Kit installation status.** If IK004561 has **not** been installed, the report will indicate status of **open**. Please verify your records to determine if the kit has been installed. If installed, please file a claim to confirm installation and request labor reimbursement prior to the owner letter notification mailing date referenced below.
 - **Owner/address information.** If data shown on the report is **not** accurate, submit an equipment registration or business partner update in iWarranty and notify the product safety department on or before **July 7, 2025**, at productsafety@vermeer.com.

2. **Dealership**
 - a. **IK01 & IK02 – Do not order kits** as the updated manuals will be sent directly to the owners. If the report does not show any owner, the kit will be sent to the dealership.

 - b. **IK034561** – Before ordering any kits, the lug nut inspection form needs to be completed and returned by the machine owner to safetyform@vermeer.com. IK034561 kits can be ordered by entering into EzParts. **Do not order any kits until product safety has received the inspection form from the machine owner.**

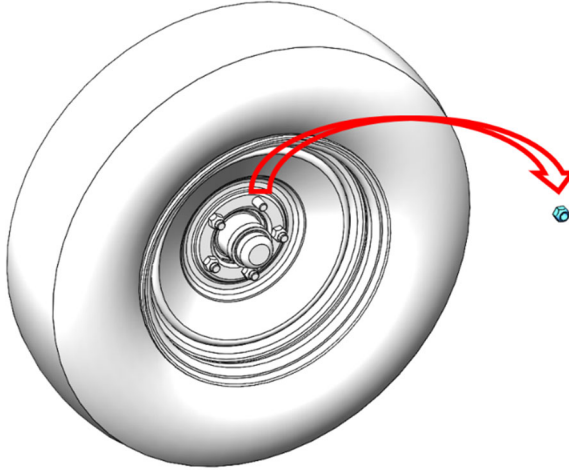
 - c. **IK044561** – Complete lug nut inspection per the procedure below. Return the completed inspection form to safetyform@vermeer.com.

3. **Contact your affected customer(s)**
 - a. Discuss machine owner returning lug nut inspection form (sample on page 8 of this bulletin) to safetyform@vermeer.com.

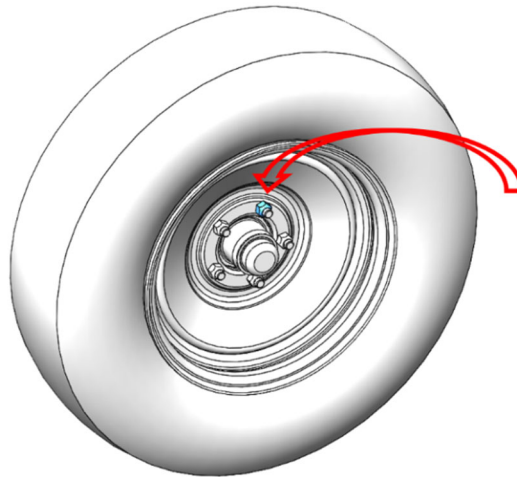
- b. If all lug nuts torque to 95 ft-lb (129 Nm), **no further action is needed.**
- c. If any lug nuts are stripped, broken, or unable to maintain 95 ft-lb (129-Nm) torque, **schedule a mutually acceptable time to install IK034561 to their machine(s).**

Lug nut inspection procedure for IK044561:

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 a parts credit certificate equal to \$50.00 USD, 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 a parts credit certificate equal to \$50.00 USD, and for Vermeer to update records.

If you have any questions concerning the installation of IK004561, please contact the environmental service department.

REIMBURSEMENT

1. **IK044561** is the inspection.
 - a. **Dealer assisting owner:** If dealer assists owner with the inspection and updating the Maintenance Manual, dealer will be reimbursed 0.5 hour labor, once lug nut inspection form has been completed and return to safetyform@vermeer.com. Dealer submits a campaign claim for IK04561.
 - b. **Dealer inventory:** If machine is in dealer inventory, once lug nut inspection form has been completed and returned to safetyform@vermeer.com, submit a campaign claim for 0.5 hour labor and attach the inspection form.

2. **IK034561** is the lug nut and stud kit.
 - a. If the machine needs the lug nut and stud kit, a campaign warranty claim for kit version IK034561 must be submitted to the warranty department for reimbursement of cost of labor to install the kit. Labor hours to install: 1 hour. **Lug nut inspection form will need to be completed and sent to safetyform@vermeer.com prior to installing and filing a claim.**

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.

3. **Owner's lug nut inspection reimbursement: Vermeer \$50.00 parts certificate** will be mailed to machine owners who return lug nut inspection form.
 - a. To receive reimbursement for the parts certificates, submit a **campaign warranty claim** under SVC2024-068, and attach a copy of the parts certificate. Dealers are not eligible to receive the parts certificate for machines in dealer inventory.

Note: *Future notices to dealers and owners are dependent upon the receipt of warranty claims.*

OWNER NOTIFICATION

Included at the end of this bulletin is a **sample owner letter** which will be sent by Vermeer Corporation directly to the owners on or about July 8, 202. Owner letter notifications will be provided in the following languages:

• Brazilian Portuguese	• Spanish
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- | | |
|----------|----------|
| • French | • Korean |
|----------|----------|

All translated owner letters will also include the owner letter in English.

This owner notification/letter instructs the owner **to contact their local dealership** to arrange for a time to have the kit installed. After receiving IK004561 from the Parts Distribution Center, you **must contact your affected customer(s) immediately** and schedule a mutually acceptable time to upgrade their machine(s).

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

Attachments:

- IK004561 Rev 1 Kit instructions
- SVC2024-068 Rev. 1 First notice

<p>Completion schedule:</p> <input checked="" type="checkbox"/> Product Safety Alert: Install immediately <input type="checkbox"/> 90 days from MM/DD/YYYY <input type="checkbox"/> 180 days from MM/DD/YYYY <input type="checkbox"/> 1 year from MM/DD/YYYY <input type="checkbox"/> Only units within standard limited warranty period <input type="checkbox"/> N/A	<p>Reimbursement:</p> <input checked="" type="checkbox"/> Product Safety Alert <input type="checkbox"/> Product Compliance <input checked="" type="checkbox"/> All units listed above with less than __ hours or warranty start date in the last __ months <input type="checkbox"/> Parts <input checked="" type="checkbox"/> Labor paid (Labor code: SB24) <input type="checkbox"/> Only units within standard limited warranty period <input type="checkbox"/> No reimbursement
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Internal reference: TREAD Act Code <i>(Choose one or more applicable codes)</i>	<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 checked="" type="checkbox"/>	20	Wheels
	<input type="checkbox"/>	11	Electrical	<input type="checkbox"/>	21	Trailer hitch

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



Vermeer



VERMEER PARTS CERTIFICATE

\$50.00

REDEEM THIS CERTIFICATE
FOR CREDIT TOWARDS
ANY PARTS PURCHASED

AT YOUR LOCAL
VERMEER DEALERSHIP PARTS COUNTER

IK004561: BC900XL Lug Nut Torque Instructions Correction Kit

VERMEER MODEL: «MDL_CD»

VIN: «PRD_SRL»

Date Issued: 6/23/20253

Date of Expiration: <Date>, 2025

VERMEER PRODUCT SAFETY DEPARTMENT

1210 Vermeer Road East

Pella IA 50219 USA

Toll Free: 800-829-0051, Ext. 7060

Telephone: 641-621.7060

Email: productsafety@vermeer.com

One Parts Certificate redeemable per VIN included in IK004561 for compensation for kit installation. No cash value. Redeemable by unit owner only at authorized Vermeer dealership Certificate expires two years from date of issue. © 2024 Vermeer Corporation. All Rights Reserved.



NHTSA SAFETY RECALL NUMBER 24V357

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

SAMPLE
OWNER
LETTER



**IMPORTANT
SAFETY
RECALL**

Second Notice

**BC900XL Lug Nut Torque
Instruction Correction Kit
(IK004561Rev1)**

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

July 8, 2025

Dear BC900XL owner:

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

In July 2024, owner notifications were sent regarding the above-referenced product safety recall/alert. We have not received confirmation that all the machines have been updated. To read more about this potential safety hazard/compliance, a copy of the first notice is included for your reference. **Note: If Vermeer learned of your ownership after mailing of the first notice, this will be your first notice.**

Vermeer has decided that a defect, that relates to motor vehicle safety, exists in certain model year 2015-2022 Vermeer BC900XL brush chippers.

Our records indicate that the product safety update **may not** have been installed on your Vermeer BC900XL brush chippers.

If the kit has **not been installed**, please contact your independent, authorized **Vermeer dealership** immediately to arrange a mutually acceptable time and location to have your machine upgraded **at no cost** to you for labor or materials. The installation of this kit is estimated at 1 hour of labor for IK034561 and 0.5 hours of labor for IK04561. 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: «SERV_DLR_NAME»
 «SERV_DLR_ADD1»
 «SERV_DLR_CITY STATE ZIP»
 «SERV_DLR_COUNTRY»

Telephone: «SERV_DLR_PHONE»

If the kit has **been installed**, please contact the product safety department using the contact methods below.

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. *Note: The model and serial number is shown at the top center of this letter.*

To avoid receiving future notices about this field campaign, you must confirm your receipt of this letter by sending an email to productsafety@vermeer.com. Please include the kit title shown in product compliance alert box in the subject line above, along with the model and serial number of your Vermeer equipment, to ensure our records are promptly and accurately updated. Thank you for your cooperation.

We regret any inconvenience that these corrective measures may cause you. This required work is for safety of the towing vehicle occupants and other drivers and passengers on the public roadways. We hope you agree that the safety benefits surpass the inconvenience.

Regards,
PRODUCT SAFETY DEPARTMENT

Enclosure: First notice owner letter – July 11, 2024

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 <http://www.safercar.gov>



TRANSPORT CANADA RECALL NUMBER 2024-085



**IMPORTANT
SAFETY
RECALL**

Second Notice

**BC900XL Lug Nut Torque
Instruction Correction Kit
(IK004561Rev1)**

SAMPLE
OWNER
LETTER

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

July 8, 2025,

Dear BC900XL owner:

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

In July 2024, owner notifications were sent regarding the above-referenced product safety recall/alert. We have not received confirmation that all the machines have been updated. To read more about this potential safety hazard/compliance, a copy of the first notice is included for your reference. **Note: If Vermeer learned of your ownership after mailing of the first notice, this will be your first notice.**

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Our records indicate that the product safety update **may not** have been installed on your Vermeer BC900XL brush chippers.

If the kit has **not been installed**, please contact your independent, authorized **Vermeer dealership** immediately to arrange a mutually acceptable time and location to have your machine upgraded **at no cost** to you for labor or materials. The installation of this kit is estimated at X 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: «SERV_DLR_NAME»
 «SERV_DLR_ADD1»
 «SERV_DLR_CITY STATE ZIP»
 «SERV_DLR_COUNTRY»
Telephone: «SERV_DLR_PHONE»

If the kit has **been installed**, please contact the product safety department using the contact methods below.




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

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Regards,
PRODUCT SAFETY DEPARTMENT

Enclosure: First notice owner letter – July 11, 2024