



SERVICE BULLETIN

Vermeer Corporation

Environmental
Pella, Iowa 50219 USA

FIELD CAMPAIGN SERVICE BULLETIN #:SVC2024-068

DATE: 27 June 2024

CAMPAIGN TYPE:	Mandatory – Product Safety
CAMPAIGN CATEGORY:	Kit and Bulletin

MACHINE/ ATTACHMENT MODEL(S):	SERIAL NUMBERS:		Kit version
	Included	Excluded	
BC900XL	526, 2001 – 50107	None	IK01 Maintenance manual and inspection.
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 Insall studs and lug nut kit DEALER INSTALLATION ONLY

Subject:



BC900XL Lug Nut
Torque Instruction
Correction Kit
(IK004561)

Background:

Vermeer has decided that a defect that relates to motor vehicle safety exists in certain model year 2015 – 2022 Vermeer BC900XL Brush Chippers.

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

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.

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	Machine owner has not returned the lug nut inspection form.
IK014561		Done	Machine owner has returned the lug nut inspection form.

			<p>1. The inspection form indicates all lug nuts can torque to 95 ft-lb (129 Nm). No further action is needed.</p> <p>2. 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.</p>
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.

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

1. **Reports will be emailed** during the week of June 27, 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. **The accuracy of the owners and addresses is especially important as this data will be used to send the updated manuals direct to the owners.**

If the information contained in the report is **not** correct, please notify the product safety department on or before July 10, 2024, at:

Telephone: 641-621-7060

Fax: 641-621-8562

Email: productsafety@vermeer.com

Note: Letters, and update manuals along with the lug nut inspection form will be sent to the customer(s) on or about **July 11, 2024**. Also refer to *owner notification* section below.

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.**

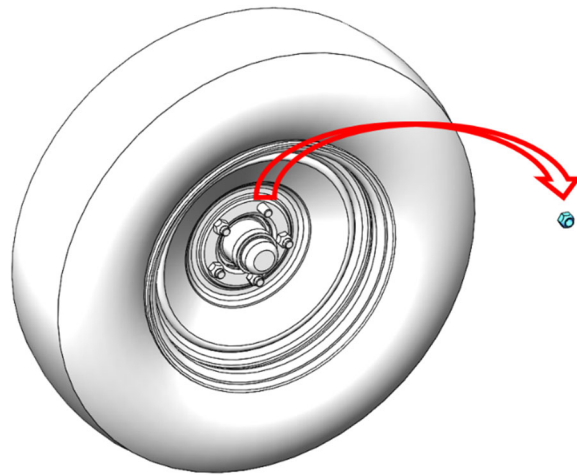
3. Contact your affected customer(s)

- 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.**

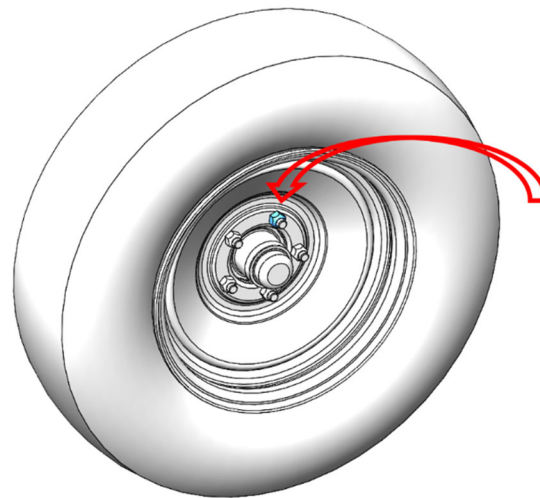
- c. If any lug nuts are stripped, broken, or unable to maintain 95 ft-lb (129-Nm) torque, **schedule a mutually acceptable time to install IK034561 to their machine(s).**

Lug nut inspection procedure for IK014561:

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

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

REIMBURSEMENT

1. **IK014561** is the updated Maintenance Manual and 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 IK014561.
 - 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 USD 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

Sample letter: Included at the end of this bulletin is a sample letter which will be sent by Vermeer Corporation directly to owners on **July 11, 2024**, via USPS certified/registered mail. The letter will include:

IK01:

1. Maintenance Manual
2. Kit instructions
3. Lug nut inspection form that is included in the owner letter.

The letter instructs the owner to install the kit as instructed in the kit instructions, to perform the lug nut inspection, and return the completed inspection form to receive a \$50.00 USD parts certificate redeemable on any part at their local Vermeer dealer.

IK02:

1. Service Manual
2. Kit instructions
3. Owner letter

Owner notice and lug nut inspection form translations will be provided in the following languages:

• Brazilian Portuguese	• Spanish
• French	• Korean

All translated owner notices will also include owner notification 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

Attachment: IK004561 Kit instructions

<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

Dealer Distribution:

Domestic
 International
 Both



VERMEER PARTS CERTIFICATE

\$50.00 USD

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: 6/21/20243

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

IK01
SAMPLE
OWNER
LETTER

	<p>IMPORTANT</p> <p>SAFETY</p> <p>RECALL</p> <p>First Notice</p> <p>BC900XL LUG NUT TORQUE</p> <p>INSTRUCTION CORRECTION</p> <p>Kit</p> <p>(IK004561)</p>
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July 11, 2024

Dear BC900XL 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 U.S. National Traffic and Motor Vehicle Safety Act.

Vermeer has decided that a defect that relates to motor vehicle safety exists in certain model year 2015 – 2022 Vermeer BC900XL Brush Chippers. 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

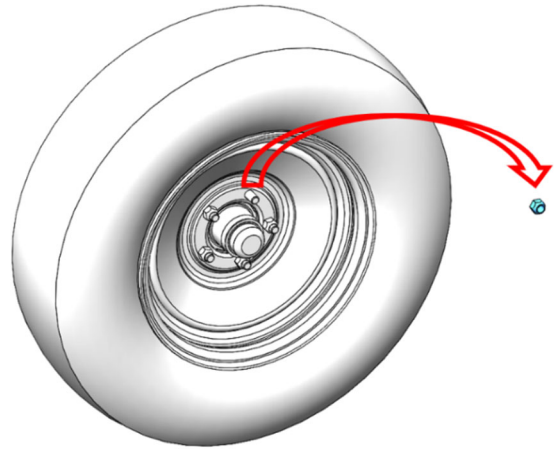
IK004561 has been created to provide the necessary parts and instructions to replace incorrect Maintenance and Service Manuals, inspect existing parts for damage, and replace damaged parts.

IK014561 will provide an updated maintenance manual and inspection form directly to owners. Owners will be instructed to begin using the updated manual information immediately. 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.

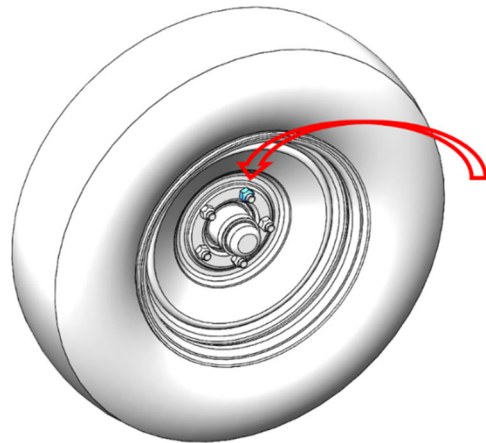
What you should do.

Lug nut inspection procedure for IK014561:

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

Please contact your authorized independent Vermeer dealer immediately if any lug nuts are stripped, broken, or unable to maintain 95 ft-lb (129 Nm) to arrange a mutually acceptable time and location to install IK034561 **at no cost** to you for labor or materials. The installation of this kit is estimated at 1 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»

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>



**IMPORTANT
SAFETY
RECALL**

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

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

MACHINE OWNER LUG NUT INSPECTION FORM		
1. Who completed the inspection?	<input type="checkbox"/> Machine owner	<input type="checkbox"/> Dealer
2. Has the prior maintenance manual been discarded?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
3. Were you able to reach the correct torque 95ft-lbs (129 Nm) on all lug nuts?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	All lug nuts can torque to 95ft-lbs (129 Nm).	Lug nuts are stripped, broken or unable to maintain 95ft-lbs (129 Nm)
4. Complete Machine owner information below.		
5. Email completed form to safetyform@vermeer.com .		
6. All of the machine's lug nuts can torque 95 ft-lb (129 Nm). No further action is needed.		
7. Machine's lug nuts are stripped, broke or unable to machine 95 ft-lb (129Nm) torque. The lug nut and stud kit are required for the machine. Contact Vermeer dealer immediately. The Vermeer dealer contact information is contained in the letter mailed with his form.		
8. Email completed form to: safetyform@vermeer.com .		
Contact name:	«MERGE»	
Contact email:		
Company:	«MERGE»	
Address:	«MERGE»	
City, state/province, postal code, county:	«MERGE»	
Completed by:	X	
	Print name:	Date
Update any of the above machine owner information as needed.		

Questions about the product safety alert? Please contact your local Vermeer dealer.

Questions about returning this Lug Nut Inspection Form? Contact product safety department, Vermeer Corporation
Email: productsafety@vermeer.com • Toll-free: 800-829-0051, option 1 • Telephone: 641-621-7060


Thank you for your cooperation in returning this report to Vermeer Corporation.



TRANSPORT CANADA RECALL NUMBER 2024-085

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

IK01
SAMPLE
OWNER
LETTER

	<p>IMPORTANT</p> <p>SAFETY</p> <p>RECALL</p> <p>First Notice</p> <p>BC900XL LUG NUT TORQUE</p> <p>INSTRUCTION CORRECTION</p> <p>Kit</p> <p>(IK004561)</p>
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July 11, 2024

Dear BC900XL owner:

<p>Model: «Model»</p> <p>This notice applies to your vehicle,</p> <p>Serial No: «VIN»</p>

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

Vermeer has decided that a defect that 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

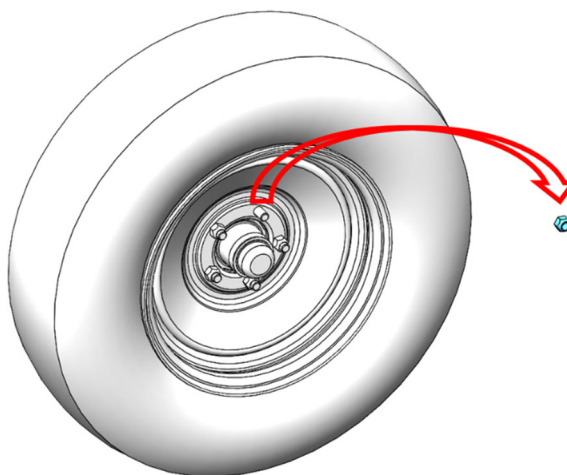
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IK014561 will provide an updated maintenance manual and inspection form directly to owners. Owners will be instructed to begin using the updated manual information immediately. Check all lug nuts and studs on affected machines for damage, return the inspection form with the required information, and coordinate with their dealer to replace damaged parts.

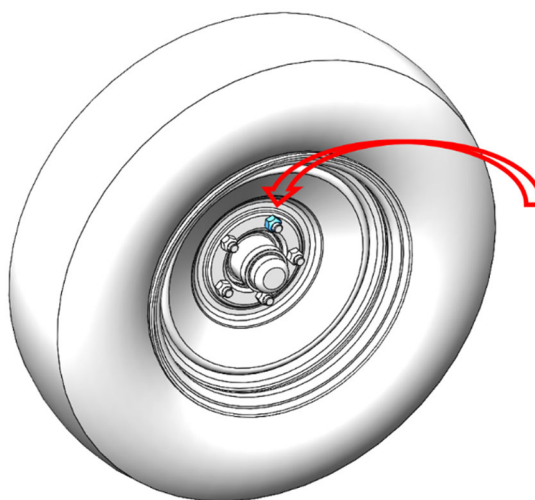
What you should do.

Lug nut inspection procedure for IK014561:

1. Remove lug nut.



2. Re-install lug nut.



3. Torque to 95 ft-lb (129Nm)
4. Repeat for all lug nuts.
5. If the 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 \$50.00 USD parts credit certificate, 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 \$50.00 USD parts credit certificate, and for Vermeer to update records

Please contact your authorized independent **Vermeer dealer** immediately if any lug nuts are stripped, broken, or unable to maintain 95 ft-lb to arrange a mutually acceptable time and location to install IK034561 **at no cost** to you for labor or materials. The installation of this kit is estimated at 1 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»

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.



**IMPORTANT
SAFETY
RECALL**

First Notice

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

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

MACHINE OWNER LUG NUT INSPECTION FORM		
4. Who completed the inspection?	<input type="checkbox"/> Machine owner	<input type="checkbox"/> Dealer
5. Has the prior maintenance manual been discarded?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
6. Were you able to reach the correct torque 95ft-lbs (129 Nm) on all lug nuts?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	All lug nuts can torque to 95ft-lbs (129 Nm).	Lug nuts are stripped, broken or unable to maintain 95ft-lbs (129 Nm)
9. Complete Machine owner information below.		
10. Email completed form to safetyform@vermeer.com .		
11. All of the machine's lug nuts can torque 95 ft-lb (129 Nm). No further action is needed.		
12. Machine's lug nuts are stripped, broke or unable to machine 95 ft-lb (129Nm) torque. The lug nut and stud kit are required for the machine. Contact Vermeer dealer immediately. The Vermeer dealer contact information is contained in the letter mailed with his form.		
13. Email completed form to: safetyform@vermeer.com .		
Contact name:	«MERGE»	
Contact email:		
Company:	«MERGE»	
Address:	«MERGE»	
City, state/province, postal code, county:	«MERGE»	
Completed by:	X	
	Print name:	Date
Update any of the above machine owner information as needed.		

Questions about the product safety alert? Please contact your local Vermeer dealer.

Questions about returning this Lug Nut Inspection Form? Contact product safety department, Vermeer Corporation
Email: productsafety@vermeer.com • Toll-free: 800-829-0051, option 1 • Telephone: 641-621-7060


Thank you for your cooperation in returning this report to Vermeer Corporation.



NHTSA SAFETY RECALL NUMBER 24V357

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

IK02
SAMPLE
OWNER
LETTER

	<p>IMPORTANT</p> <p>SAFETY</p> <p>RECALL</p> <p>First Notice</p> <p>BC900XL LUG NUT TORQUE</p> <p>INSTRUCTION CORRECTION</p> <p>Kit</p> <p>(IK004561)</p>
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July 11, 2024

Dear BC900XL owner:

<p>Model: «Model»</p> <p>This notice applies to your vehicle,</p> <p>Serial No: «VIN»</p>

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 that a defect that 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

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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

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

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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>



TRANSPORT CANADA RECALL NUMBER 2024-085

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

IK02
SAMPLE
OWNER
LETTER



**IMPORTANT
SAFETY
RECALL**

First Notice

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

July 11, 2024

Dear BC900XL 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.

Vermeer has decided that a defect that 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 instructions for steps to replace the updated Maintenance Manual. Enclosed you will find.

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

Please begin to follow the updated 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

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.