



SERVICE BULLETIN

Vermeer Corporation

Environmental
Pella, Iowa 50219 USA

FIELD CAMPAIGN SERVICE BULLETIN #: SVC2025-097

DATE: 2025 August 26

CAMPAIGN
TYPE:

Mandatory – Product Safety
DEALER INSTALLATION ONLY

CAMPAIGN
CATEGORY:

Bulletin Only

MACHINE/ ATTACHMENT MODEL(S):	SERIAL NUMBERS:		Kit version
	Included	Excluded	
BC1200XL	51119 – 51203	51119, 51121, 51127 – 51129, 51185, 51189, 51193 – 51195, 51198 – 51203	IK01

Subject:



Brush Chipper Axle
Mounting Hardware
Replacement Kit
(IK004576)

Background:

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

Vermeer has decided that a defect, that relates to motor vehicle safety, exists in certain model year 2024 Vermeer BC1200XL Brush Chipper.

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.

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.

Reference: Service bulletin SVC2024-080 first notice for this product safety recall.

Solution:

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

IK004576 has been created to provide the necessary parts and instructions to replace and properly torque axle mounting hardware. **This kit must be installed as soon as possible.**

DEALER PARTICIPATION

REVIEW REPORT, ORDER KITS, CONTACT CUSTOMERS

1. **Reports** will be emailed during the week of August 26, 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 IK004576 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 **September 8, 2025**, at productsafety@vermeer.com.
2. **Dealership Review kits in dealer inventory.** Prior to ordering kits from the Parts Distribution Center, check your inventory to determine if you have IK004576 in stock. Enter kit orders in EzParts as needed. **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. **Note:** Letters will be sent to the customers on or about September 9, 2025. *Also refer to Owner Notification section below.*

If you have any questions concerning the installation of IK004576, please contact the environmental service department.

REIMBURSEMENT

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: 2.5 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 models/VINs.

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 September 9, 2025. Owner letter notifications will be provided in the following languages:

- French

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 IK004576 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. 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.

PRODUCT SAFETY DEPARTMENT

Attachments:

- IK004576 Kit instructions
- SVC2024-080 First notice

<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 checked="" 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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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 checked="" 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 type="checkbox"/>	21	Trailer hitch

Dealer Distribution:

Domestic

International

Both



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**

Second Notice

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

Model: «Model»

Serial #: «SerialN»

September 9, 2025

Dear BC1200XL owner:

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

In August 2024, owner notifications were sent regarding the above-referenced product safety recall. We have not received confirmation that all the machines have been updated. To read more about this potential safety hazard, 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 2024 Vermeer «MODEL».

Our records indicate that the product safety update **may not** have been installed on your Vermeer «Model» brush chipper.

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 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»

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.*

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 – August 22, 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 NUMBER 2024-385

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»

September 9, 2025

Dear BC1200XL owner:

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

In August 2024, owner notifications were sent regarding the above-referenced product safety recall. We have not received confirmation that all the machines have been updated. To read more about this potential safety hazard, 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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«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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