




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



**IMPORTANT
SAFETY
RECALL**

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

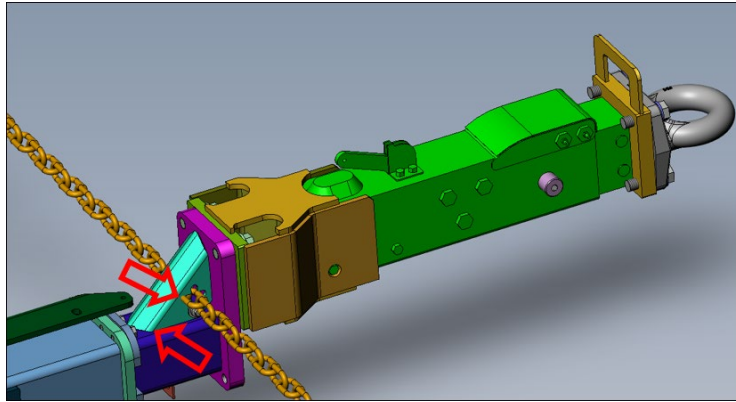
Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten (10) days.

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**

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**

