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

SAMPLE

OWNER

LETTER

NHTSA SAFETY RECALL NUMBER 26V379

IMPORTANT SAFETY RECALL

First Notice

Inadvertent Hydraulic Jack Extension Kit (IK004837)

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

August 7, 2026

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 that a defect that relates to motor vehicle safety exists in certain model year 2002 – 2026 Vermeer BC1800XL brush chippers. 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.

INADVERTENT HYDRAULIC JACK EXTENSION

A failure can occur resulting in the extension of the hydraulic jack without input from the operator.

DEATH OR SERIOUS INJURY POSSIBLE

When towing the brush chipper on public roadways, death or serious injury is possible if the hydraulic jack contacts the ground and causes loss of vehicle control, which may increase the risk of a crash, or if the hydraulic jack becomes separated and strikes another vehicle or pedestrian. Property damage is also possible.

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

IK004837 has been created to provide the necessary parts and instructions to prevent the unintended lowering of the hydraulic jack. **This 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 IK004837 **at no cost** to you for labor or materials. The repair is to replace the wiring harness. 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**.

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»

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 and request a Reimbursement Request Form.

You may submit your receipts along with the completed request for reimbursement by email to 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

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 crew members, other drivers and passengers on public roadways, and pedestrians.

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: 1-888-275-9171); or go to https://www.safercar.gov