



SERVICE BULLETIN

Vermeer Corporation

Environmental
Pella, IA 50219 USA

**FIELD CAMPAIGN
SERVICE BULLETIN #**

SVC2020-052 Rev. 1

DATE: 24 February 2020

**CAMPAIGN
TYPE:**

Mandatory – Product Safety

**CAMPAIGN
CATEGORY:**

Bulletin Only

For your convenience, revisions are shown in gray highlight.

MACHINE / ATTACHMENT MODEL (S):	Serial Numbers		Excluded	Kit Version
	Wheel Part Numbers Included			
	Tire/Wheel Assembly Part Number	Wheel Part Number		
BC1000XL	163647430	163647428	Certain axle/wheel configurations – see page 2 for further details	N/A
BC1200XL	163647430	163647428		N/A
	163647422	163647345		N/A
BC1500	163647430	163647428		N/A
	163647422	163647345		N/A
BC1800XL (JSK01472 Only) <i>Replacement Wheels Only</i>	163647430	163647428		N/A
AX19	163647422	163647345		N/A

Subject:



**PRODUCT
SAFETY
RECALL**

**Pre-Campaign
Announcement**

US NHTSA SAFETY RECALL #20V085

Supplier **Wheel (Steel Rim)** Safety Defect – Immediate **HOLD** and **DESTRUCTION** of Dealer Parts Inventory

Do not sell or use affected Brush Chippers in dealer inventory.

Background:

What is the issue?

Beginning in August 2016 through early February 2020, specific wheels (steel rim) with bolt pattern 8 on 6 ½ inch circle to be used with 5/8" studs provided by a supplier:

- have an incorrect lug nut contact area causing wheel lug nuts to loosen; and/or
- can develop possible cracks causing the tire to lose air pressure.

Both conditions may increase the risk of wheel loss and the risk of a crash. **Death or serious injury** is possible. Property damage may also occur.

Defective Supplier Wheel Improper Lug Nut Seat and Potential Cracks

Identified by continuously raised lug nut surface



Properly Manufactured Wheel Correct Lug Nut Seat

Identified by raised surface only around lug nut location



Interim

Solution:

Dealer to place immediate **HOLD** on:

- **Replacement wheels in dealer inventory and required wheel DESTRUCTION.** Check your parts inventory for affected wheel and/or tire/wheel assembly part numbers shown above. The steel rim/wheel is the issue, not the tires.
- **Selling Brush Chippers with the axle/wheel configurations shown below in dealer inventory.** Check your wholegood inventory for affected brush chipper configurations shown below. Do not sell any new/used brush chippers with these configurations. If an affected brush chipper is on rent, contact the customer to advise them to check torque and air pressure every day or at a minimum every 150 miles (250 km).

Immediately **STOP** sale of the wheels and/or tire/wheel assembly part numbers and new/used brush chippers with the configurations shown below. Please be reminded that it is a violation of US federal law, and other applicable similar laws, for you to sell parts covered by this notification until this recall remedy has been released. Substantial civil penalties apply to violations of law.

What brush chippers 'as-manufactured' configurations are affected?

Brush chippers affected were manufactured from approximately August 2016 – early February 2020:

- BC1000XL (SN 023929 – 031550)
 - **ONLY** 7000 lb (3175 kg) electric brake axle within manufacturing dates above are affected by this product safety recall.
 - 5200 lb (2360 kg) electric brake axle is NOT affected.

- 7000 lb (3175 kg) hydraulic brake axle is NOT affected.
- BC1200XL (003023 – 003624; 004501 - 004520)
 - All brush chippers within manufacturing dates above will be affected EXCEPT those sold into the European Community equipped with Sales Code BC1200XL088: Euro Trailer option (also included in Sales Code 2VP; 5VP).
- BC1500 (SN 008316 – 010020; 011001 - 011055) and AX19 (SN 000101 – 000342):
 - All brush chippers within manufacturing dates above will be affected by this product safety recall.

Due to wheel supplier delivery variances, some brush chippers identified in the “as-manufactured” SN ranges above may have been manufactured with Properly Manufactured Wheel (right photo above). Our records do not contain sufficient data to identify which wheels were installed on each machine. Through an abundance of caution, we identified the SN ranges for when the Defective Supplier Wheel (left photo above) may have been installed during manufacturing. Product Safety and Engineering are currently preparing dealer instructions for inspection of the wheels which will be posted to Dealer Center soon. In the meantime, if there are questions, take photos of the wheel, along with Model/VIN, and email to: productsafety@vermeer.com.

If a customer has a wheel failure prior to the release of the final field campaign kit (ONLY FOR BRUSH CHIPPERS THAT HAVE FAILED WHEEL(S) before final solution is available):

1. Order Assembly PN 163769457 as a temporary solution:
 - BC1000XL (SN 017283 – 031550): Order quantity 1 (includes two wheels/tires/lug nuts/clamp ring)
 - BC1200XL:
 - SN 000101 – 000377: Contact EV Service for assistance.
 - SN 000378 – 003624 and 004501 - 004520: Order quantity 1 (includes two wheels/tires/lug nuts/clamp ring)
 - BC1500 (SN 001001 – 011055): Order quantity 1 (includes two wheels/tires/lug nuts/clamp ring)
 - BC1800XL with JSK1472 (SN 002381, 002382, 002409, 002801, 002839, 002842, 002978, 003217 - 003219): Tandem axles – 7000 lb (3175 kg) electric brake axle, manufactured. Order quantity 2 (includes 4 wheels/tires/lug nuts/clamp ring).
 - AX19 (SN 000101 – 000342): Order quantity 2 (includes 4 wheels/tires/lug nuts/clamp rings).

This temporary solution will include parts required to replace all wheels and tires. The tires in this temporary solution are 235/75R 17.5 non-flotation. We understand the non-flotation tires may cause concerns, but this is the only wheel/tire combination that could promptly be made available.

To order temporary solution you will be required to provide the Model/VIN of the brush chipper that has a wheel failure.

DO NOT change or modify brush chippers which have the defective supplier wheels/rims with a non-Vermeer approved part. Vermeer is evaluating a long-term solution and PN 163769457 is the only short-term solution approved for use on these affected brush chippers that have a wheel failure.

Prior to the mailing of interim owner notice mentioned below, advise customers who are experiencing issues but who do NOT require temporary solution to check torque and air pressure every day or at a minimum every 150 miles (250 km).

2. Complete the attached **Brush Chipper Temporary Wheel Solution Installed Tracking Form** and return to Product Safety Department to identify the brush chipper on which the temporary solution remedy has been installed so the owners may be notified when the final field campaign remedy is released.
3. **To request reimbursement** for the defective wheels on a customer's brush chipper:
 - a. Submit a standard warranty claim using the customer's Model and VIN.
 - b. Take photo(s) of the defective wheel(s) and attach to warranty claim.
 - c. If a local tire shop is used to remove the tires from the wheel, attach a copy of the tire shop invoice for reimbursement.
 - d. Reference Service Bulletin SVC#2020-052.
 - e. 1 hr labor will be paid for each wheel replaced.

Vermeer Corporation is preparing Product Safety Interim Notices and Service Bulletin for release in early March as follows:

1. **Owners of certain BC1000XL, BC1200XL, BC1500 and AX19 brush chippers 'as-manufactured' between August 2016 and early February 2020** with affected supplier defective wheels will be sent an interim notice to check lug nut torque and tire pressure every day or at a minimum every 150 miles (250 km) until Vermeer Corporation releases the field kit remedy.
2. **Owners of brush chippers may have purchased defective replacement supplier wheels:**
 - **BC1000XL** (SN 017283 – 023928): manufactured from September 2011 – August 2016.
 - **BC1200XL** (SN 000101 – 003022): manufactured from June 2009 – August 2016.
 - **BC1500** (SN 001001 – 008315): manufactured from January 2007 – August 2016.
 - **BC1800XL with JSK1472** (SN 002381, 002382, 002409, 002801, 002839, 002842, 002978, 003217 - 003219): manufactured from June 2008 – April 2012.
 - a. **Parts Center Distribution Center Sales Report.** Product Safety will email a report indicating the quantity/date/invoice # of replacement supplier defective wheels sold to your dealership between August 2016 and February 2020 asking for your assistance to identify the owners to whom the replacement wheels were sold. The owners you identify will be sent an interim notice to check lug nut torque and tire pressure every day or at a minimum every 150 miles (250 km) until Vermeer Corporation identifies a field kit remedy.
 - b. Owners not included in Item 2.a. will be sent an interim notice advising that IF they purchased replacement wheels between August 2016 and February 2020, they may have defective supplier wheel(s). Photos will be provided in this interim owner notice for the owners to inspect the wheels.
3. **Service Bulletin** will be posted with copies of the interim notices and instructions for dealers.

A team is working diligently on identifying a field campaign kit remedy of parts (wheel, lug nuts and tire) for the supplier defective wheels.

DESTROY wheel inventory and request reimbursement:

The supplier defective steel rim/wheels identified by part numbers above can never be used or sold for any purpose. **The wheels MUST be destroyed:**

1. Remove the tire from the steel rim/wheel.
2. Torch cut the wheel(s) across the bead area and lug nut area.
3. Take photo(s) of the destroyed wheel(s).
4. Discard the lug nuts so they can never be used or sold for any purpose.
5. The removed new tires can be returned to your new parts inventory.

To request reimbursement for the defective wheels destroyed:

1. Submit a parts type warranty claim using EVPARTS as Model and 0000 in VIN.
2. Attach photo(s) of the destroyed wheel(s) to warranty claim.
3. If a local tire shop is used to remove the tires from the wheel, attach a copy of the tire body shop invoice for reimbursement.
4. Reference Service Bulletin SVC#2020-052.
5. 1 hour labor will be paid for each wheel destroyed. Please add your labor hour to the other charges tab for reimbursement.

We regret any inconvenience these corrective measures may cause you. This required work is for safety of the crew, the towing vehicle occupants and others traveling the public roadways. We hope you agree the safety benefits surpass the inconvenience.

PRODUCT SAFETY DEPARTMENT

Attachment:

Brush Chipper Temporary Wheel Solution Installed Tracking Form

<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</p> <p style="padding-left: 20px;"><input checked="" type="checkbox"/> Parts <input checked="" type="checkbox"/> Labor Paid (Labor Code: SB20)</p> <p><input type="checkbox"/> Only Units within Standard Limited Warranty Period</p> <p><input type="checkbox"/> No Reimbursement</p>
--	--

Internal Reference:	<input type="checkbox"/>	--	Not Applicable	<input type="checkbox"/>	12	Exterior lighting
TREAD Act Code	<input type="checkbox"/>	02	Suspension	<input type="checkbox"/>	16	Structure
<i>(Choose one or more codes applicable)</i>	<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



Models BC1000XL, BC1200XL, BC1500 and AX19 Brush Chippers Temporary Wheel Solution Installed Tracking Form

**To be completed only for Brush Chippers equipped with Temporary Wheel Solution*
due to Failed Wheel(s) – Reference: Service Bulletin SVC2020-052Rev1**

After ordering and installing Assembly PN **163769457** as an interim wheel temporary remedy:

BC1000XL, BC1200XL, BC1500: quantity 1 (includes two wheels/tires)

AX19 and BC1800XL (JSK01472 Only – replacement wheels): quantity 2 (includes 4 wheels/tires)

on your customer's brush chippers with the affected supplier defective wheels** (part numbers shown below), complete the information below and return to Product Safety Department via email to:

productsafety@vermeer.com

When the final field campaign kit remedy is released, Product Safety Department will notify the owners who have the temporary solution with a different owner letter notification.

Models	Original Tire/Wheel Assembly Part Number**	Original Wheel Part Number**	INTERIM WHEEL TEMPORARY REMEDY PART NUMBER*
BC1000XL	163647430	163647428	Assembly PN 163769457
BC1200XL	163647430	163647428	
	163647422	163647345	
BC1500	163647430	163647428	
	163647422	163647345	
AX19	163647422	163647345	
BC1800XL (JSK01472 Only) <i>Replacement Wheels Only</i>	163647430	163647428	

Interim Wheel Temporary Remedy Installed on:			
Model:		VIN:	
Owner: Contact Name:			
Company:			
Address:			
City, St, Postal Code, Country:			
Dealership: Submitted By:	X		
Dealership Name:			
Dealer City, St, Postal Code, Country:			