



SERVICE BULLETIN

Vermeer Corporation

Environmental
Pella, Iowa 50219 USA

FIELD CAMPAIGN SERVICE BULLETIN #: SVC2022-173

DATE: 27 October 2022

CAMPAIGN
TYPE:

Mandatory – Product Safety
DEALER INSTALLATION ONLY

CAMPAIGN
CATEGORY:

Bulletin Only

MACHINE/ ATTACHMENT MODEL(S):	SERIAL NUMBERS:		Kit version
	Included	Excluded	
BC1800XL	3250 – 3291, 4001 – 4442	3251–3254, 3259, 3261, 3278, 3288, 3289, 4011, 4017, 4021, 4033–4036, 4040, 4044, 4060, 4063, 4067–4070, 4072, 4073, 4081, 4082, 4090–4092, 4103, 4109–4115, 4127–4130, 4133, 4136, 4145–4147, 4149, 4161, 4165–4167, 4171, 4172, 4174, 4179, 4180, 4184–4189, 4206, 4212, 4220, 4221, 4237, 4239, 4248, 4249, 4258, 4259, 4264, 4270, 4271, 4303, 4314–4319, 4326, 4328, 4330, 4331, 4334, 4336, 4338, 4344, 4351, 4362, 4365–4368, 4375, 4377, 4378, 4384, 4390–4392, 4397, 4419, 4421, 4423, 4424, 4426	IK01

Subject:



BC1800XL Standard
Manual Chip Chute
Weld Inspection Kit
(IK003077 Rev. 1)

Reason for Revision: Machine Serial Number Correction

After additional research into our records, we have identified BC1800XLs manufactured with a different style discharge chute than this alert was intended for. Vermeer Corporation manufactures four different types of discharge chutes for the BC1800XL:

1. Standard manual discharge chute
2. Tall manual discharge chute
3. Height-adjustable discharge chute
4. Hydraulically-rotated/deflector-adjustable discharge chute

Discharge chute designs 2, 3 and 4 above are different than those units which may have the potential missing weld (1. Standard manual discharge chutes). BC1800XL Brush Chippers in the serial number excluded column above are not affected by this Product Safety Alert and should have been excluded from the owner notification.

Another letter will be mailed to owners of machines with serial numbers in the above excluded serial number column. Please see sample letter 2 at the end of this notification.

Background:

In January 2015 and August 2018, owner notifications were sent regarding the above-referenced product safety alert. We have not received confirmation that all the machines have been updated.

CHIP CHUTE SEPARATION POSSIBLE

During manufacturing, the weld that secures the chip chute to the gear ring may not have been properly completed.

DEATH OR SERIOUS INJURY

If the weld fails and the chip chute becomes loose, the chute may possibly separate from the gear ring. If partial separation occurs during chipping, chips will eject from the cutter housing. **Death or serious injury** is possible if chip chute separates while chipping and chips are ejected.

Reference: Service bulletin SVC2015-034 Rev.1 first notice and service bulletin SVC2018-109 second notice for this product safety alert.

Solution:

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

IK003077 Rev. 1 has been created to provide the necessary parts and instructions to inspect the weld. If the inspection finds that the weld was not

properly completed, a new chip chute will be installed. **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 October 27, 2022, to dealerships shown in our records which have units in their territory affected by this alert. Please review the report for accuracy, including:
 - **Kit installation status.** If IK003077 Rev. 1 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 **November 9, 2022**, at productsafety@vermeer.com.
2. **Review kits in dealer inventory.** Prior to ordering kits from the parts distribution center, check your inventory to determine if you have IK003077 Rev. 1 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 November 10, 2022. *Also refer to Owner Notification section below.*

If you have any questions concerning the installation of IK003077 Rev. 1, 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 hour(s).

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 November 10, 2022.

Owner letter notifications will be provided in the following languages:

- | |
|--|
| <ul style="list-style-type: none">• Brazilian Portuguese |
| <ul style="list-style-type: none">• French |

- Spanish

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 IK003077 Rev. 1 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 operator and bystanders. We hope you agree that the safety benefits surpass the inconvenience.

PRODUCT SAFETY DEPARTMENT

Attachment:
 IK00-3077Rev1 Kit Instructions
 SVC2015-034Rev1 First notice

Completion Schedule: <input checked="" type="checkbox"/> Product Safety Alert: Install immediately <input type="checkbox"/> 90 days from date of this Bulletin <input type="checkbox"/> 180 days from date of this Bulletin <input type="checkbox"/> 1 year from date of this Bulletin <input type="checkbox"/> Only Units within Standard Limited Warranty Period <input type="checkbox"/> N/A	Reimbursement: <input checked="" type="checkbox"/> Product Safety Alert: Work Completion Certificate Required <input checked="" type="checkbox"/> All Units Listed Above <input checked="" type="checkbox"/> Parts <input checked="" type="checkbox"/> Labor Paid (Labor Code: 9L50) <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 codes applicable)</i>	<input checked="" 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 type="checkbox"/>	20	Wheels
	<input type="checkbox"/>	11	Electrical	<input type="checkbox"/>	21	Trailer hitch



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

SAMPLE
 OWNER
 LETTER



**IMPORTANT
 SAFETY
 ALERT**

Final Notice
**BC1800XL Chip Chute Weld
 Inspection Kit
 (IK003077 Rev. 1)**

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

November 10, 2022

Dear BC1800XL owner:

In January 2015 and August 2018, owner notifications were sent regarding the above-referenced product safety alert. 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.**

Our records indicate that the product safety update **may not** have been installed on your Vermeer **BC1800XL** 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 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 operator and bystanders. We hope you agree that the safety benefits surpass the inconvenience.

Regards,
PRODUCT SAFETY DEPARTMENT

Enclosure: First notice owner letter - January 19, 2015