



SERVICE BULLETIN

Vermeer Corporation

Environmental
Pella, Iowa 50219 USA

FIELD CAMPAIGN SERVICE BULLETIN #: SVC2022-167

DATE: 19 October 2022

CAMPAIGN
TYPE:

Mandatory – Product Safety

CAMPAIGN
CATEGORY:

Bulletin Only

MACHINE/ ATTACHMENT MODEL(S):	SERIAL NUMBERS:		Kit version
	Included	Excluded	
BC700XL	101 – 530	None	IK01, IK02

Subject:



BC700XL Lower Feed
Stop Bar Update Kit
(IK003135)

Background:

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

FINGERS MAY BE PINCHED BEHIND LOWER FEED STOP BAR AND FEED TABLE

While lifting the feed table into transport position, a crew member's finger(s) may be pinched between the lower feed stop bar and the feed table.

DEATH OR SERIOUS INJURY

Serious injury is possible if an operator's or crew member's finger(s) is pinched between the feed table and the lower feed stop bar.

Reference: Service bulletin SVC2015-065 first notice and service bulletin SVC2018-118 second notice for this product safety alert.

Solution:

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

IK003135 has been created to provide the necessary parts and instructions to modify the lower feed stop bar area by adding a shield to the area. **This kit must be installed as soon as possible.**

Note that IK01 is for yellow paint and IK02 is for other colors when ordering kits. Units with special paint are identified by serial number on kit instructions.

**DEALER PARTICIPATION
REVIEW REPORT, ORDER KITS, CONTACT CUSTOMERS**

1. **Reports** will be emailed during the week of October 18, 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 IK003135 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 **October 31, 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 IK003135 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(s). **Note:** Letters will be sent to the customer(s) on or about **November 1, 2022**. *Also refer to Owner Notification section below.*

If you have any questions concerning the installation of IK003135, 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: 1 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 1, 2022. Owner letter notifications will be provided in the following languages:

- | |
|-----------|
| • 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 IK003135 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 operators and crew members. We hope you agree that the safety benefits surpass the inconvenience.

PRODUCT SAFETY DEPARTMENT

Attachments:
 IK003135 Kit instructions
 SVC2016-065 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 applicable codes)</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



SAMPLE
OWNER
LETTER



**IMPORTANT
SAFETY
ALERT**

Final Notice
**BC700XL Lower Feed Stop Bar
Update Kit
(IK003135)**

November 1, 2022

Dear «Model» owner:

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

In April 2015 and September 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 «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 1 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: «SERV_DLR_NAME»
«SERV_DLR_ADD1»
«SERV_DLR_CITY STATE ZIP»
«SERV_DLR_COUNTRY»
Telephone: «SERV_DLR_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 – April 2, 2015