



# SERVICE BULLETIN

## Vermeer Corporation

Environmental  
Pella, Iowa 50219 USA

FIELD CAMPAIGN SERVICE BULLETIN #: SVC2024-057

DATE:

18 April 2024

CAMPAIGN  
TYPE:

Mandatory

CAMPAIGN  
CATEGORY:

Kit and Bulletin

MACHINE/ ATTACHMENT MODEL(S):	SERIAL NUMBERS:		Kit version
	Included	Excluded	
BC700XL	53004, 53008, 53009, 53012, 53013, 53018, 53026, 53030, 53032, 53042, 53043, 53047, 53061, 53062, 53066, 53067, 53070	None	IK01
BC700XL	53005, 53027, 53048, 53050, 53052 – 53054, 53058 – 53060, 53065, 53068, 53071 – 53076, 53078, 53079, 53104, 53117, 53118	None	IK02
BC700XL	53020, 53048, 53049, 53054, 53055, 53065, 53079, 53084, 53116, 53125, 53138	None	IK03

Subject:

Updated manual with correct shutdown procedure BC700XL IK004532.

Background:

### OPERATOR/ MAINTENANCE AND CABLED OPERATOR'S MANUALS

At the time of manufacturing, the operator/maintenance manuals included the incorrect shutdown procedure for the centrifugal clutch. The updated manuals remove the incorrect shutdown procedure.

Solution:

### REPLACEMENT MANUALS ENCLOSED

Included with this letter are replacement manuals with the updated information.

## DEALER PARTICIPATION

1. **Reports will be emailed** during the week of April 18, 2024, to dealerships shown in our records which have units in their territory affected by this alert. Please review the report for accuracy, including owner and/or address changes. **The accuracy of the owners and addresses is especially important as this data will be used to send the update manuals directly to the owners.**

If the information contained in the report is **not** correct, please notify the product safety department on or before **May 1, 2024**, at:

Telephone: 641-621-7060

Fax: 641-621-8562

Email: [productsafety@vermeer.com](mailto:productsafety@vermeer.com)

2. **Dealership DO NOT order kits.**
3. **Letter with replacement manuals** will be sent **directly to the owners** on or about **May 2, 2024**. *Also refer to Owner Notification section below.*

## REIMBURSEMENT

There is no reimbursement for the kits.

## OWNER NOTIFICATION

**Sample letter:** Included at the end of this bulletin is a sample letter which will be sent by Vermeer Corporation directly to the owners on or about May 1, 2024, via USPS certified/registered mail. Owner notice translations will be provided in the following languages:

• French

• Spanish

All translated owner notices will also include owner notification in English.

## PRODUCT SAFETY DEPARTMENT

Attachment:  
IK004532 Kit Instructions

<b>Completion schedule:</b> <input type="checkbox"/> Product Safety Alert: Install immediately <input type="checkbox"/> 90 days from MM/DD/YYYY <input type="checkbox"/> 180 days from MM/DD/YYYY <input type="checkbox"/> 1 year from MM/DD/YYYY <input type="checkbox"/> Only units within standard limited warranty period <input checked="" type="checkbox"/> N/A	<b>Reimbursement:</b> <input type="checkbox"/> Product Safety Alert: <input type="checkbox"/> All units listed above with less than __ hours or warranty start date in the last __ months <input type="checkbox"/> Parts <input type="checkbox"/> Labor paid (Labor code: SBXX) <input type="checkbox"/> Only units within standard limited warranty period <input checked="" type="checkbox"/> No reimbursement
---	---

<b>Internal reference:</b> <b>TREAD Act Code</b> <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

**Dealer Distribution:**

- ☐ Domestic  
☐ International  
☒ Both



SAMPLE  
OWNER  
LETTER

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

# Replacement Manuals

## Updated Manual with Correct Shut Down Procedure BC700XL (IK004532)

Model: «Model»

Serial #: «SerialN»

May 2, 2024

Dear BC700XL owner:

According to our records, you currently own a Vermeer BC700XL brush chipper. The model and serial number are shown at the top center of this letter.

### OPERATOR/ MAINTENANCE AND CABLED OPERATOR'S MANUALS

At the time of manufacturing, the operator/maintenance manuals included the incorrect shutdown procedure for the centrifugal clutch. The updated manuals remove the incorrect shut down procedure.

### REPLACEMENT MANUALS ENCLOSED

Included with this letter are replacement manuals with the updated information.

### REQUIRED ACTION STEPS

Please complete the following steps:

1. Discard the prior manuals.
  - IK01 – Resource library
  - IK02 – Cable operator manual
  - IK03 – Translated manuals
2. Discard the prior cabled operator's manual and follow the kit instruction to install the updated cabled operator's manual.

**Please contact** your authorized, independent Vermeer Dealer if you have questions.

<b>Contact your local Vermeer dealer:</b>	«Service_Dealer_Name» «Serv_Dealer_Add1» «Serv_Dealer_Add2» «Serv_Dealer_City» «Serv_Dealer_St» «Serv_Dealer_Zip» «SERV_DEALER_COUNTRY»
<b>Telephone:</b>	«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.

To avoid receiving future notices about this field campaign, you must confirm your receipt of this letter by sending an email to [productsafety@vermeer.com](mailto:productsafety@vermeer.com). Please include the kit title shown in box in the subject line above, along with the model and serial number of your Vermeer equipment, to ensure our records are promptly and accurately updated. Thank you for your cooperation.

Regards,

**PRODUCT SAFETY DEPARTMENT**

Enclosure:

Replacement Manuals

[IK01 – Resource Library]

[IK02 – Cable operator manual]

[IK03 – Translated manuals]