



SERVICE BULLETIN

Vermeer Corporation

Environmental
Pella, Iowa 50219 USA

FIELD CAMPAIGN SERVICE BULLETIN #: SVC2024-085

DATE: 10 September 2024

CAMPAIGN
TYPE: Mandatory – Product Compliance

CAMPAIGN
CATEGORY: Bulletin Only

MACHINE/ ATTACHMENT MODEL(S):	SERIAL NUMBERS:		Kit version
	Included	Excluded	
BC1000XLG2	50001 - 50036	50035, 50036	N/A

Subject:



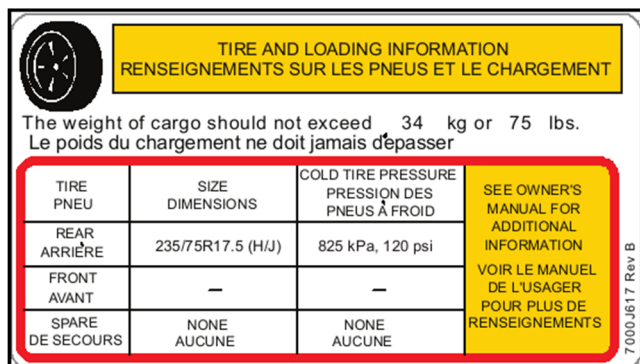
Tire Placard Decal
Removal
(SVC2024-085)

EUROPEAN MACHINES ONLY

Background:

INCORRECT TIRE PLACARD DECAL INSTALLED

During manufacturing, a tire placard decal with incorrect information was inadvertently installed on affected machines which was not applicable to those machines.



Incorrect Tire Placard Decal



Location of Incorrect Tire Placard Decal

Solution:

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

Service Bulletin SVC2024-085 has been created to instruct registered machine owners to remove the inapplicable tire placard decal from affected machines. **The tire placard decal with incorrect information must be removed as soon as possible.**

DEALER PARTICIPATION

REVIEW REPORT, CONTACT CUSTOMERS

1. **Review report.** Reports will be emailed during the week of September 10, 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.

If the information contained in the report is **not** correct, please notify the product safety and compliance department on or before September 23, 2024, at:

Telephone: 641-621-7060

Fax: 641-621-8562

Email: productsafety@vermeer.com

2. **Dealership DO NOT ORDER KITS.**
3. **Letter with the work completion certificate (WCC)** on or about **September 24, 2024**. *Also refer to Owner Notification section below.*

If you have any questions concerning the tire placard decal removal, please contact the environmental service department.

OWNER REIMBURSEMENT

Upon inspection and removal of SVC2024-085, the following will occur:

- As directed in the letter to owner, complete and return an owner work completion certificate to safetyform@vermeer.com.
- Upon receipt of the completed owner work completion certificate, a parts certificate for \$50.00 USD will be issued for redemption at Vermeer dealerships.

When a parts certificate has been redeemed at the dealership, submit a **machine** claim type.

- Select 'Pre-Authorization Required' box.
- Select Pre-authorization reason 'Safety Expired'.
- Referencing SVC2024-085 as the causal part number and attach a copy of the parts certificate to the claim.
- Add the part certificate to the 'Other cost' tab as a net item.

Dealer inventory: If machine is in dealer inventory, once work completion certificate has been completed and returned to safetyform@vermeer.com, submit a **machine** claim type for 0.50 with WCC.

- Select 'Pre-Authorization Required' box and select preauthorization reason 'Safety Expired'.
- Referencing SVC2024-085 as the causal part number and SB24-insert model (SB24-BC1000XLG2).

Note: *Future notices to dealers and owners are dependent upon the receipt of warranty claims.*

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 September 24, 2024. Owner notice translations will be provided in the following languages:

• Czech	• German
• Dutch	• Polish
• French	• Spanish

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

The letter instructs the owner to inspect and remove the incorrect tire placard decal and return the completed owner work completion certificate to safetyform@vermeer.com in order to receive a \$50.00USD part certificate redeemable for any part at their local Vermeer dealers.

We regret any inconvenience these corrective measures may cause you. The required work is to ensure your machine does not display incorrect tire information.

PRODUCT COMPLIANCE DEPARTMENT

Completion schedule: ☐ Product Safety Alert: Install immediately ☒ Product Compliance: Install immediately ☐ 90 days from MM/DD/YYYY ☐ 180 days from MM/DD/YYYY ☐ 1 year from MM/DD/YYYY ☐ Only units within standard limited warranty period ☐ N/A	Reimbursement: ☐ Product Safety Alert ☒ Product Compliance ☒ All units listed above with less than __ hours or warranty start date in the last __ months ☐ Parts ☒ Labor paid (Labor code: SB24) ☐ Only units within standard limited warranty period ☐ No reimbursement
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Internal reference: TREAD Act Code (Choose one or more applicable codes)	☒	--	Not applicable	☐	12	Exterior lighting
	☐	02	Suspension	☐	16	Structure
	☐	03	Service brake system, hydraulic	☐	17	Latch
	☐	04	Service brake system, air	☐	19	Tires
	☐	05	Parking brake	☐	20	Wheels
	☐	11	Electrical	☐	21	Trailer hitch

Dealer Distribution: ☐ Domestic ☒ International ☐ Both
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VERMEER PARTS CERTIFICATE

\$50.00 USD

REDEEM THIS CERTIFICATE
FOR CREDIT TOWARDS
ANY PARTS PURCHASED
AT YOUR LOCAL
VERMEER DEALERSHIP PARTS COUNTER

SVC2024-085: Tire Placard Decal Removal

VERMEER MODEL: «MDL_CD»

VIN: «PRD_SRL»

Date Issued: <Date>, 2024

Date of Expiration: <Date>, 2026

VERMEER PRODUCT SAFETY DEPARTMENT

1210 Vermeer Road East

Pella IA 50219 USA

Toll Free: 800-829-0051, Ext. 7060

Telephone: 641-621.7060

Email: productsafety@vermeer.com

One Parts Certificate redeemable per VIN included in SVC2024-085 for compensation for inspection and tire placard decal removal. No cash value. Redeemable by unit owner only at authorized Vermeer dealership Certificate expires two years from date of issue. © 2024 Vermeer Corporation. All Rights Reserved.



SAMPLE OWNER LETTER

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



PRODUCT COMPLIANCE

First Notice Tire Placard Decal Removal (SVC2024-085)

Model: «Model»

Serial #: «SerialN»

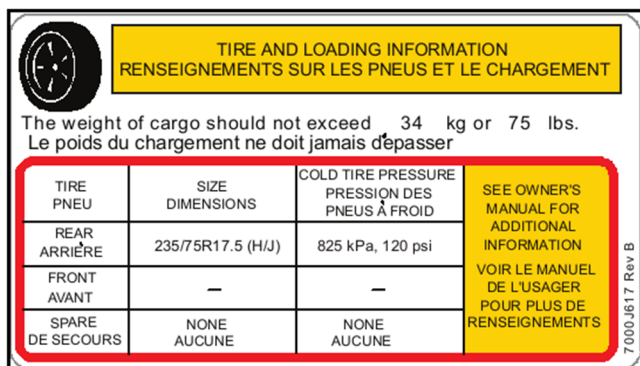
September 24, 2024

Dear BC1000XLG2 owner:

According to our records, you currently own a Vermeer BC1000XLG2 Brush Chipper. The model and serial number are shown at the top center of this letter.

INCORRECT TIRE PLACARD DECAL INSTALLED

During manufacturing, a tire placard decal with incorrect information was inadvertently installed on affected machines which was not applicable to those machines.



Incorrect Tire Placard Decal



Location of Incorrect Tire Placard Decal

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

Service Bulletin SVC2024-085 has been created to instruct registered machine owners to remove the inapplicable tire placard decal from affected machines. **The tire placard decal with incorrect information must be removed as soon as possible.**

To compensate you for your time in installing the kit, please complete and return the below work completion certificate either by email: safetyform@vermeer.com or fax: 641-621-8562.

OWNER WORK COMPLETION CERTIFICATE SVC2024-085: Tire Placard Decal Removal First Notice	
Return work completion certificate either by email: safetyform@vermeer.com or fax: 641-621-8562	
Model: «Model»	Serial No: «SerialN»
Owner ☐ As owner, or owner's representative, I have removed the tire placard decal. ☐ As owner, or owner's representative, I have inspected and verified my machine does not have tire placard decal.	
I am returning this Certificate with the understanding that I will receive a \$50.00USD Parts Certificate for reimbursement for labor from Vermeer Corporation.	
Dealer ☐ As Dealer, I have removed the tire placard decal. ☐ As Dealer, I have inspected and verified the machine does not have tire placard decal.	
Date Work Completed:	
Work Completed By: (Enter Installer's Name, Company's Name & Address)	
Installer's Signature:	X _____ Phone #: _____ (Name of Installer's Company, Address, and Signature Required)
Unit Owner's Name:	
Unit Owner's Address:	
	(Name of Owner's Company and Address)

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

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»
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If you no longer own this unit, please notify the product safety and compliance 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 these corrective measures may cause you. The required work is to ensure your machine does not display incorrect tire information.

Regards,

PRODUCT COMPLIANCE DEPARTMENT