



# SERVICE BULLETIN

## Vermeer Corporation

Environmental  
Pella, Iowa 50219 USA

FIELD CAMPAIGN SERVICE BULLETIN #: SVC2025-039

DATE: 2025 April 1

CAMPAIGN  
TYPE:

Mandatory – Product Safety  
**DEALER INSTALLATION ONLY**

CAMPAIGN  
CATEGORY:

Kit and Bulletin

| MACHINE/<br>ATTACHMENT<br>MODEL(S): | SERIAL NUMBERS: |          | Kit version |
|-------------------------------------|-----------------|----------|-------------|
|                                     | Included        | Excluded |             |
| BC1500                              | 52760 – 52890   | None     | IK01        |

Subject:



BC1500 Upper Feed  
Control Bar Hardware  
Kit  
(IK004635)

Background:

**UPPER FEED CONTROL BAR CAN STOP FUNCTIONING CORRECTLY**  
During manufacturing, the incorrect nut may have been installed on the upper control bar assembly, which could result in loose bolts and possible loss of feed control function.

### DEATH OR SERIOUS INJURY POSSIBLE

**Death or serious injury** possible if the operator is not able to quickly stop or control the feed rollers during operation.

Solution:

### IMMEDIATE MACHINE MODIFICATIONS REQUIRED

IK004635 has been created to provide the necessary parts and instructions to install correct hardware. **The 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 **April 1, 2025**, 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 department on or before April 14, 2025, at:

Telephone: 641-621-7060

Fax: 641-621-8562

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

2. **Dealership orders kits** by entering the order into EzParts. Each dealership should determine the quantity of kits to order initially depending upon the number of units that may be available for immediate upgrade. **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 customer(s) on or about **April 15, 2025**. *Also refer to Owner Notification section below.*

If you have any questions concerning the installation of IK004635, please contact the environmental service department.

**REIMBURSEMENT**

**Kit installation.** 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.

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 model/VINs.

**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 April 15, 2025, via USPS certified/registered mail. Owner notice translations will be provided in the following languages:

- French

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 IK004635 from the parts distribution center, you must **contact your affected customer(s) immediately** and schedule a mutually acceptable time to upgrade their machine.

We regret any inconvenience that these corrective measures may cause you.  
The required work is for the safety of the operator and crew member(s).

## PRODUCT SAFETY DEPARTMENT

Attachment:  
IK004635 Kit Instructions

|  |  |
|--|--|
| <b>Completion schedule:</b><br><input checked="" type="checkbox"/> <b>Product Safety Alert: Install immediately</b><br><input type="checkbox"/> 90 days from MM/DD/YYYY<br><input type="checkbox"/> 180 days from MM/DD/YYYY<br><input type="checkbox"/> 1 year from MM/DD/YYYY<br><input type="checkbox"/> Only units within standard limited warranty period<br><input type="checkbox"/> N/A | <b>Reimbursement:</b><br><input checked="" type="checkbox"/> <b>Product Safety Alert:</b><br><input checked="" type="checkbox"/> <b>All units listed above with less than __ hours or warranty start date in the last __ months</b><br><input checked="" type="checkbox"/> Parts <input checked="" type="checkbox"/> Labor paid (Labor code: SB25)<br><input type="checkbox"/> Only units within standard limited warranty period<br><input type="checkbox"/> No reimbursement |
|--|--|

|  |                                     |    |                                 |                          |    |                   |
|--|-------------------------------------|----|---------------------------------|--------------------------|----|-------------------|
| <b>Internal reference:</b><br><b>TREAD Act Code</b><br>(Choose one or more applicable codes) | <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

April 15, 2025

Dear BC1500 owner:

According to our records, you currently own a Vermeer BC1500 brush chipper. The Model and Serial number are shown at the top center of this letter.

**UPPER FEED CONTROL BAR CAN STOP FUNCTIONING CORRECTLY**

During manufacturing, the incorrect nut may have been installed on the upper control bar assembly, which could result in loose bolts and possible loss of feed control function.

**DEATH OR SERIOUS INJURY POSSIBLE**

Death or serious injury possible if the operator is not able to quickly stop or control the feed rollers during operation.

**IMMEDIATE MACHINE MODIFICATIONS REQUIRED**

IK004635 has been created to provide the necessary parts and instructions to install correct hardware. **The kit must be installed as soon as possible.**

Please contact your authorized, independent Vermeer dealer immediately to arrange a mutually acceptable time and location to install IK004635 at no cost to you for labor or materials. 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.**

|   |  |
|---|--|
| <b>Contact your local Vermeer dealer:</b> | «Service_Dealer_Name»<br>«Serv_Dealer_Add1» «Serv_Dealer_Add2»<br>«Serv_Dealer_City» «Serv_Dealer_St» «Serv_Dealer_Zip»<br>«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.

We regret any inconvenience that these corrective measures may cause you. The required work is for the safety of the operator and crew member(s).

Regards,

**PRODUCT SAFETY DEPARTMENT**



**PRODUCT  
SAFETY  
ALERT**

**First Notice**

**BC1500 Upper Feed Control  
Bar Hardware Kit  
(IK004635)**

**Model:** «Model»

**Serial #:** «SerialN»

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