

SERVICE BULLETIN

Vermeer Corporation Environmental Pella, IA 50219 USA

BC1800XL

FIELD CAMPAIG		DATE:	16 July 2020	
CAMPAIGN TYPE:	Mandatory-Product Safety DEALER INSTALLATION ONLY			
CAMPAIGN CATEGORY:	Kit and Bulletin			
	PRODUCT			
	SAFETY	Tire Assem	J	
Subject:	RECALL	(IK00-3942)		
	 Field remedy now available. IK01: Order one of these kit versions which includes English Supplemental Operator's and Maintenance Manual for machines located in the United States, Canada (except for Quebec), Australia, New Zealand, and other English-speaking global regions. 			
	 IK02: Order one of these kit versions which includes English + translated Supplemental Operator's and Maintenance Manuals for machines located in other global regions. 			
Additional details regarding kit versions and parts included are shown below.				
MACHINE /	Serial Numb	ers		
ATTACHMENT MODEL (S) :	Included	Excluded	Kit Version	
BC1800XL	2381, 2382, 2409, 2801, 2839,	All units without	IK01: Solid Steel Wheels	

JSK01472 installed

All units without

JSK01472 installed.

2381, 2382, 2409,

2801, 2839, 2842,

2978, 3217 - 3219

2842, 2978, 3217 - 3219

(Only Units with JSK01472)

NONE

(Only Units with JSK01472)

8 on 61/2", 5/8" studs; Heavy

LRJ 18 ply; safety sign; tire specification placard; and **English supplemental**

IK02: Solid Steel Wheels 8 on 6¹/₂", 5/8" studs; Heavy

Duty Tires 235/75R17.5

English + Translated

Supplemental Manual

LRJ 18 ply; safety sign; tire specification placard; and

Duty Tires 235/75R17.5

manual

Background:

Dealers were previously notified on Service Bulletin SVC2020-052Rev1, SVC2020-056 and SVC2020-057 about a supplier wheel safety defect.

M	lodels	Tire/Wheel Assembly Part Number	Wheel Part Number
BC18002 JSK0147		163647430	163647428

Defective Supplier Wheel Improper Lug Nut Seat and Potential Cracks Identified by continuously raised lug nut surface

Properly Manufactured Wheel Correct Lug Nut Seat Identified by raised surface only around lug nut location



These Service Bulletins provided instructions for:

- 1. Destruction of dealer inventory for affected part numbers:
- 2. Install temporary solution (Assembly PN 163769457) on units that could not maintain torque and/or tire pressure.
- 3. Owner notifications to inspect each wheel to determine if supplier wheels were installed and to notify Vermeer Corporation of the inspection results.

POSSIBLE LOSS OF WHEEL AND RISK OF CRASH

Specific wheels (steel rim) with bolt pattern 8 on $6\frac{1}{2}$ inch (165 mm) circle to be used with 5/8" studs provided by a supplier:

- have an incorrect lug nut contact area causing wheel lug nuts to loosen; and/or
- can develop possible cracks causing the tire to lose air pressure.

DEATH OR SERIOUS INJURY POSSIBLE

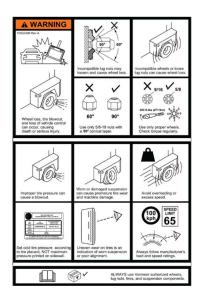
Both conditions may increase the risk of wheel loss and the risk of a crash. **Death or serious injury** is possible. Property damage may also occur.

Solution:

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

IK00-3942 has been created to provide the necessary parts and instructions to replace the wheel and tire assembly, install a new safety sign (shown at right), install a new wheel/tire specification placard decal and provide a Supplemental Operator's and Maintenance Manual.

Please be reminded that it is a violation of Federal law for you to sell or lease the machines covered by this notification until this recall has been performed on these machines. Substantial civil penalties apply to violations of this law.



1. Kit versions descriptions and instructions:

a. IK01-3942: Includes wheels, tires, safety sign, wheel/tire specification placard decal, English supplemental manual		
 IK02-3942: Includes wheels, tires, safety sign, wheel/tire specification placard decal, English + translated supplemental manual 		
Wheel:	Solid Steel 8 on 6 ¹ / ₂ inch; 5/8" studs	
Tire:	Heavy duty, 235/75R17.5 LRJ (18 ply)	
Wheel/lug nut:	5/8-inch 90-degree cone w/ clamp rings	
Tire load rating:	4410 lb (2000 kg) at 85 psi (590 kPa)	
Destroyyy head and time. When you now over the symplicity defective steel view hybride		

Destroy wheel and tires. When you remove the supplier defective steel rim/wheels, these wheels can never be used or sold for any purpose. The wheels MUST be destroyed:

- Remove the tire from the steel rim/wheel or deflate the tire.
- Torch cut the wheel(s) across the lug nut area.
- Take photo(s) of the destroyed wheel(s) and attach to campaign warranty claim.
- Discard the lug nuts so they can never be used or sold for any purpose.
- The removed used tires may be retained in your used tire inventory or disposed of. The cost of tire removal and disposal is included in the labor hours.

DEALER PARTICIPATION REVIEW REPORT, ORDER KITS, CONTACT CUSTOMERS

1. **Reports will be emailed** during the week of **July 16**, **2020**, 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 <u>NOT</u> correct, please notify the Product Safety Department on or before **July 29, 2020** at:

Telephone:	641-621-7060
Fax:	641-621-8562
Email:	productsafety@vermeer.com

2. **Dealerships Order Kits** by entering the order into iParts/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. **Translated Manuals**. For those dealers in global locations where English is not the primary/official language, iParts/EZParts will require the Model and VIN be entered at time of order to enable a translated Supplement Manual to be provided in the official/primary language. If the translated Supplemental Manual is available in the language required at time of order, the translated manual will be shipped with IK02 from the Parts Distribution Center. If the translated Supplemental Manual is not yet available, the translated manual will be sent from Product Safety department when it becomes available referencing the Sales Order number of IK02, Model and VIN.
- 4. 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 **July 30**, **2020**. *Also refer to Owner Notification section below*.

If you have any questions concerning the installation of IK00-3942, please contact the Environmental Service Department.

REIMBURSEMENT

Upon completion of each Kit installation, a <u>campaign</u> Warranty Claim must be submitted to the Corporate Warranty Department for reimbursement of the cost of the parts and labor to install the Kit. The campaign Warranty Claim:

- 1. Must include photos of destroyed wheels (IK01, IK02 only).
- 2. Must include a copy of the Work Order if travel is requested.

Labor hours to install IK01 or IK02: **4.0 hours**. Note: Tire disposal is included in the labor hours. No additional reimbursement will be paid.

If dealer assists owner with wheel inspection, dealer will be reimbursed 1.0 hour labor. Dealer must submit <u>standard</u> warranty claim with wheel photos and inspection form attached referencing IK003942 in causal part number field.

If a customer submits inspection form directly to Vermeer Corporation, the dealer will not also be paid for a second inspection.

Note: Future notices to dealers and owners are dependent upon the receipt of Warranty Claims.

OWNER NOTIFICATION

Sample Letters: Included at the end of this Bulletin are sample letters which will be sent by Vermeer Corporation directly to the Owners on or about **July 30, 2020**, via USPS certified/registered mail. Please note there are <u>two</u> sample letters:

- Owners who responded to interim mailing that wheels were defective or who had the temporary wheel solution installed.
- Owners who did not respond to the interim mailing.

Owner registrations indicate no translations are required for this campaign. The owner letter will be available in English only.

This owner notification/letter instructs the owner **to contact their local dealership** to arrange for a time to have the Kit installed. After receiving IK00-3942 from the Parts Center, you must <u>contact your affected customer(s) immediately</u> and schedule a mutually acceptable time to upgrade their machine.

We regret any inconvenience these corrective measures may cause you. This required work is for the safety of the crew, the towing vehicle occupants and others traveling the public roadways. We hope you agree the safety benefits surpass the inconvenience.

PRODUCT SAFETY DEPARTMENT

Attachment:

IK00-3942 Kit Instructions

Completion Schedule: Product Safety Alert: 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: Work Completion Certificate Required ☑ All Units Listed Above ☑ Parts ☑ Labor Paid (Labor Code: SB20) □ Only Units within Standard Limited Warranty Period □ No Reimbursement
--	--

Internal Reference:		Not Applicable		12	Exterior lighting
TREAD Act Code	02	Suspension		16	Structure
(Choose one or	03	Service brake system, hydraulic		17	Latch
more codes	04	Service brake system, air		19	Tires
applicable)	05	Parking brake	\square	20	Wheels
	11	Electrical		21	Trailer hitch

NHTSA SAFETY RECALL NUMBER 20V-085

Sample Owner Letter #1 – Temporary wheel solution installed, or Inspection indicated defective wheels

VIA USPS CERTIFIED/REGISTERED MAIL

July 30, 2020

VIA USPS CERTIFIED/REGISTERED MAIL

Dear «MODEL» Owner:



Field campaign remedy is now available.

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

This notice is sent to you in accordance with the requirements of the U.S. National Traffic and Motor Vehicle Safety Act.

In March 2020, Vermeer decided that a defect, that relates to motor vehicle safety, existed in certain model year 2016–2020 Vermeer «MODEL» brush chippers. At that time, Vermeer Corporation sent owners an interim notice asking owners to inspect the wheels. **Thank you** for returning the inspection form and/or contacting your dealer for the temporary wheel solution. **The final field campaign remedy is now available**.

What is the issue?

Certain brush chippers with specific wheels (steel rim) with bolt pattern 8 on $6\frac{1}{2}$ inch (165 mm) circle to be used with 5/8-inch studs provided by a supplier:

- have an incorrect lug nut contact area causing the wheel lug nuts to loosen; and/or
- can develop possible cracks causing the tire to lose air pressure.

Both conditions may increase the risk of wheel loss and the risk of a crash. **Death or serious injury** is possible. Property damage may also occur.





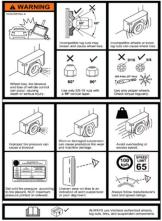
IMMEDIATE MACHINE MODIFICATIONS REQUIRED

IK00-3942 has been created to provide the necessary parts and instructions to replace the wheel and tire assembly, install a new safety sign (shown below), and provide a Supplemental Operator's and

Maintenance Manual. **This kit must be installed as soon as possible.** If your dealer did not install the temporary wheel solution, prior to having this field remedy kit installed, please continue to **verify the torque** of each lug nut [210 ft-lb (285 Nm)] and **tire pressure** [80 psi (550 kPa)] as **part of your pre-trip inspection every day** or at a minimum every 150 miles (250 km) until IK00-3942: Wheel and Tire Assembly Replacement Kit is installed by your dealer.

Wheels and tires included in this field remedy kit are:

Wheel:	Solid Steel 8 on 6½ inch; 5/8" studs
Tire:	Heavy duty, 235/75R17.5 LRJ (18 ply)
Wheel/lug nut:	5/8-inch 90-degree cone w/ clamp rings
Tire load rating:	4410 lb (2000 kg) at 85 psi (590 kPa)



Please contact your authorized, independent **Vermeer dealer** immediately to arrange a mutually acceptable time and location to install IK00-3942 **at no cost** to you for labor or materials. The installation of this kit is estimated at 4.0 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_COUNTRY» «Serv Dealer Phone»

According to our records, you currently own a Vermeer «MODEL» brush chipper. The Model and Serial Number of the «MODEL» is shown at the top right of this letter. If you no longer own this unit, please notify the Product Safety Department at:

Toll Free:	800-829-0051, extension 7060
Telephone:	641-621-7060
E-mail:	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. This required work is for the safety of the crew, the towing vehicle occupants and others traveling the public roadways. We hope you agree the safety benefits surpass the inconvenience.

Very truly yours, PRODUCT SAFETY DEPARTMENT

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten (10) days.

If the authorized dealer has failed or is unable to remedy the defect without charge and within a reasonable time, contact Vermeer Product Safety by email at productsafety@vermeer.com or by calling 800-829-0051 or 641-621-7060. You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, D.C. 20590 or call the Vehicle Safety Hotline at 888-327-4236 (TTY: 1-800-424-9153); or go to http://www.safercar.gov

NHTSA SAFETY RECALL NUMBER 20V-085

Sample Owner Letter #2 – **NO** Owner inspection response received, unknown wheel status

VIA USPS CERTIFIED/REGISTERED MAIL

July 30, 2020

Dear «MODEL» Owner:



Field campaign remedy is now available.

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

This notice is sent to you in accordance with the requirements of the U.S. National Traffic and Motor Vehicle Safety Act.

In March 2020, Vermeer decided that a defect, that relates to motor vehicle safety, existed in certain model year 2016–2020 Vermeer «MODEL» brush chipper. At that time, Vermeer Corporation sent owners an interim notice (a copy is enclosed) asking owners to inspect the wheels and complete and return a Wheel Lug Nut inspection form and wheel photos. According to our records, you have not returned the inspection form and/or contacted your dealer regarding this field issue. The final field campaign remedy is now available.

What is the issue?

Certain brush chippers with specific wheels (steel rim) with bolt pattern 8 on 6½ inch (165 mm) circle to be used with 5/8-inch studs provided by a supplier:

- have an incorrect lug nut contact area causing the wheel lug nuts to loosen; and/or
- can develop possible cracks causing the tire to lose air pressure.

Both conditions may increase the risk of wheel loss and the risk of a crash. Death or serious injury is possible. Property damage may also occur.



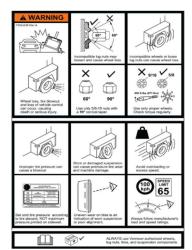
IMMEDIATE WHEEL INSPECTION REQUIRED

1. WHEEL AND LUG NUT INSPECTION. Inspect each brush chipper wheel by referencing the photos to identify if defective supplier wheels are installed. If you own more than one affected brush chipper, you will receive a letter for each machine. The Model and VIN is shown on the top right of this letter and the Wheel Lug Nut Inspection form.

- 2. Does <u>not</u> have defective supplier wheels: See enclosed Wheel Lug Nut Inspection form to be completed and returned to: <u>safetyform@vermeer.com</u>. Owners who return the Wheel and Lug Nut Inspection form with photos identifying no defective supplier wheels will be mailed a Vermeer Parts Certificate for \$50 USD redeemable at your local Vermeer dealer. If you do not return the Inspection form, Vermeer Corporation will continue to send further communications regarding this recall.
- 3. <u>Has</u> defective supplier wheels, contact your local Vermeer Dealer for new wheel and tire assembly. IK00-3942 has been created to provide the necessary parts and instructions to replace the wheel and tire assembly, install a new safety sign (shown below), install a new wheel/tire specification placard decal and provide a Supplemental Operator's and Maintenance Manual. This kit must be installed as soon as possible.

Please continue to **verify the torque** of each lug nut [210 ft-lb (285 Nm)] and **tire pressure** [80 psi (550 kPa)] as **part of your pre-trip inspection every day** or at a minimum every 150 miles (250 km).

Please contact your authorized, independent Vermeer dealer immediately to arrange a mutually acceptable time and location to install IK00-3942 at no cost to you for labor or materials. The installation of this kit is estimated at 4.0 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: Telephone:	«Service_Dealer_Name» «Serv_Dealer_Add1» «Serv_Dealer_Add2» «Serv_Dealer_City» «Serv_Dealer_St» «Serv_Dealer_Zip» «SERV_DEALER_COUNTRY» «Serv_Dealer_Phone»
l elephone:	«Serv_Dealer_Phone»

According to our records, you currently own a Vermeer «MODEL» brush chipper. The Model and Serial Number of the «MODEL» is shown at the top right of this letter. If you no longer own this unit, please notify the Product Safety Department at:

Toll Free:	800-829-0051, extension 7060
Telephone:	641-621-7060
E-mail:	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. This required work is for the safety of the crew, the towing vehicle occupants and others traveling the public roadways. We hope you agree the safety benefits surpass the inconvenience.

Very truly yours, **PRODUCT SAFETY DEPARTMENT**

Enclosures

- March 12, 2020 Interim Notice Wheel and Lug Nut Inspection
- First Notice Wheel and Lug Nut Inspection Form

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten (10) days.

If the authorized dealer has failed or is unable to remedy the defect without charge and within a reasonable time, contact Vermeer Product Safety by email at productsafety@vermeer.com or by calling 800-829-0051 or

641-621-7060. You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, D.C. 20590 or call the Vehicle Safety Hotline at 888-327-4236 (TTY: 1-800-424-9153); or go to http://www.safercar.gov.





Vermeer Corporation Product Safety Department 1210 Vermeer Rd East Pella, IA 50219 USA Email: <u>safetyform@vermeer.com</u> Telephone: 641.621.7060 Toll Free: 800.829.0051

Model:«Model»This notice applies to your vehicle,Serial No:«VIN»Complete Page 2 ONLY if NO defective wheels areinstalled on this brush chipper.



Properly Manufactured Wheel

Correct Lug Nut Seat

Identified by raised surface only around lug nut

location

BC1800XL WHEEL AND LUG NUT INSPECTION FORM

Using photos below, inspect each brush chipper wheel to determine if defective supplier wheels are installed

Defective Supplier Wheel

Improper Lug Nut Seat and Potential Cracks Identified by continuously raised lug nut surface



If defective wheels are installed (left photo above),

- Contact your local Vermeer dealer immediately to arrange installation of IK00-3942 Wheel and Tire Assembly Replacement Kit.
- 2) Prior to having this field remedy kit installed,
 - a) **If one or more lug nut is missing or loose**, using a calibrated torque wrench, torque to 210 ft-lb (285 Nm).
 - b) **Tire Pressure**. If their pressure is not at 80 psi (550 kPa), the wheel may have a crack. The crack may not be visible
 - c) Verify torque on each lug nut [210 ft-lb (285 Nm)] and tire pressure [80 psi (550 kPa)] as part of your pre-trip inspection every day or at a minimum every 150 miles (250 km) until IK00-3942: Wheel and Tire Assembly Replacement Kit is installed by your Vermeer dealer.
- 3) **Do not** tow the brush chipper without all lug nuts properly installed or with low tire pressure.

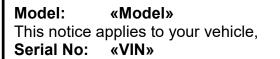
If **properly manufactured wheels are installed** (right photo on above), take photos of **each** wheel, complete and return Page 2 of this Wheel and Lug Nut Inspection form and photos to: <u>safetyform@vermeer.com</u>. Vermeer Corporation will record in its records that your brush chipper is not affected by this product safety recall and mail a Vermeer Parts Certificate for \$50.00 USD redeemable at your local Vermeer dealer.

If you do not return this form or do not contact your Vermeer dealer, additional notices will be sent advising you of this field campaign issue.

Page 1



Vermeer Corporation Product Safety Department 1210 Vermeer Rd East Pella, IA 50219 USA <u>safetyform@vermeer.com</u> Telephone: 641.621.7060 Toll Free: 800.829.0051





Field campaign remedy is now available.

1) Take photos of <u>each</u> wheel.		
		el and Lug Nut Inspection form.
3) Email photos and	d form to: s <u>afe</u>	etyform@vermeer.com
Wheel inspection		
results:	Wheel 1	No defective wheel installed
	Wheel 2	No defective wheel installed
	Villeel Z	
		No defective wheel installed
	Wheel 3	
	Wheel 4	□ No defective wheel installed
If any of the 4 w	heels on vou	r brush chipper are defective (photo on left on Page 1),
		immediately to have IK00-3942 installed on your brush chipper.
Contact Name:		
Contact Email:		
Company:		
Address:		
City, State, Postal		
Code, Country:		
, ,		
Enter date signed	I certify that the documents attached to this Wheel and Lug Nut Inspection	
below:	form are true	e and accurate.
	Х	
	Sign on the	e line above.

Print name here:

Vermeer Corporation will mail \$50.00 USD Vermeer Parts Certificate for your inspection finding no defective wheels. Please allow 2–4 weeks for processing. Thank you for your cooperation.

Vermeer Corporation, Product Safety Department	
1210 Vermeer Rd East, Pella, IA 50219 USA	
Email: <u>safetyform@vermeer.com</u>	-
Telephone: 641.621.7060 - Fax: 641.621.8562 - Toll Free: 800.829.0051	Page 2