



SERVICE BULLETIN

Vermeer Corporation

Environmental
Pella, Iowa 50219 USA

FIELD CAMPAIGN

SERVICE BULLETIN #: SVC2021-024

DATE: 14 January 2021

CAMPAIGN
TYPE:

Mandatory-Product Safety

CAMPAIGN
CATEGORY:

Bulletin Only

MACHINE/ ATTACHMENT MODEL(S):	SERIAL NUMBERS:		Kit Version
	Included	Excluded	
BC1000XL	15486 – 15489, 15532, 15533, 15536 - 15538, 15642 – 15646, 15775 – 15777, 16043 – 16046, 16074, 16079, 16100, 16196, 16198, 16201, 16203, 16206, 16210, 16439, 16440, 16586, 16838, 16839, 16931, 16952, 16956, 16960, 17035, 17151, 17156, 17161, 17169, 17177, 17280 – 17283, 17408 – 17410, 17458 – 17460	16871	N/A

Subject:



BC1000XL Wheel and
Lug Nut Inspection

Background:

What is the issue?

Vermeer Corporation recently identified certain BC1000XL brush chippers built with sales code 8VP that were inadvertently **excluded** from the prior notices* involving a supplier defect in certain brush chipper wheels. The affected wheel part numbers are:

Models	Tire/Wheel Assembly Part Number	Wheel Part Number
BC1000XL	163647430	163647428

*Reference: Service Bulletin SVC2020-056, SVC2020-057, SVC2020-095 for IK00-3940, and SVC2020-113 for IK00-3961.

POSSIBLE LOSS OF WHEEL AND RISK OF CRASH

Beginning in August 2016 through early February 2020, specific wheels (steel rim) with **bolt pattern 8 on 6½ inch (165.1 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.

**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 around lug nut location only



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:

What dealers need to do.

- 1) **Reports will be emailed** on January 14, 2021, to dealerships shown in our records which have brush chippers 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 January 27, 2021, at:

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

- 2) **Inspect machines in dealer inventory.** Follow the same inspection steps shown in the sample owner letter (or the owner letter that you will receive), take photos of each wheel, complete the Wheel and Lug Nut Inspection Form (ADD MODEL AND VIN IF USING SAMPLE INSPECTION FORM) on pages 7-8 of this bulletin, and email to safetyform@vermeer.com.

- 3) **Install kits.** Each of the brush chippers affected by this product safety recall will require the installation of one of the following kits:
 - a) IK00-3940: BC1000XL Wheel and Tire Assembly Replacement Kit – if supplier defective “bad” wheels are installed
 - b) IK00-3961: Brush Chipper Wheel and Tire Information Update Kit – if properly manufactured “good” wheels are installed

What owners will be asked to do.

- 1) **First notice owner letters** will be mailed by Vermeer Corporation directly to owners on or about **January 28, 2021**. *Sample owner letter shown on pages 5-6 of this bulletin.*

Note: Due to wheel supplier delivery variances, some brush chippers identified may have been manufactured with a properly manufactured wheel (right photo above). Our records do not contain sufficient data to identify which wheels were installed on each machine during manufacturing.

- 2) **Wheel inspection.** The owner letter provides instructions **to INSPECT** each wheel to determine if defective supplier wheels are installed.
 - a) If **defective (“bad”)** supplier wheels **are installed (left photo)**, owners are instructed to:
 - i) **Contact their local Vermeer dealer** to arrange for installation of IK00-3940: BC1000XL Wheel and Tire Assembly Replacement Kit.
 - ii) **Return inspection form with photos of each wheel** (sample on pages 10–11 of this bulletin) that will be enclosed with letter and email photos and form to safetyform@vermeer.com.
 - iii) **Check lug nut torque and tire pressure** every day or at a minimum every 150 miles (250 km) until the Vermeer dealer has installed IK00-3940 kit remedy.
 - iv) **Owner reimbursement.** Owners who have defective supplier wheels will be compensated by receiving the final field campaign kit remedy (replacement wheels, tires, lug nuts).
 - b) If **properly manufactured (“good”)** wheels **are installed (right photo)**, owners are instructed to:
 - i) **Contact their local Vermeer dealer** to arrange for installation of IK00-39461: Brush Chipper Wheel and Tire Information Update Kit.
 - ii) **Return inspection form with photos of each wheel** (sample on pages 10–11 of this bulletin) that will be enclosed with letter and email photos and form to safetyform@vermeer.com.
 - iii) **Owner reimbursement.** Upon receipt from owners of the completed Wheel and Lug Nut Inspection Form with photos, Product Safety Department will mail owner a **\$50.00 USD Parts Certificate** (sample included on page 9 of this bulletin) to be used at their local dealer.
 - c) If owners do not respond, future owner notices will continue to be sent.
- 3) **Translated owner letters** will also include English owner notification letter and Wheel and Lug Nut Inspection Form. Owner notifications will be translated into the

following language: Malaysian. Translated owner notices will also include the owner notification in English.

DEALER REIMBURSEMENT

To reimburse the dealer for work regarding this Service Bulletin:

- 1) **Assist an owner with wheel and lug nut inspection**, submit a warranty claim referencing Service Bulletin SVC2021-024 with Model/VIN. **1 hour of labor** will be paid. Travel will be paid at \$200 with copy of work order attached.
- 2) **Inspection of machines in dealer inventory**, after following the same process as outlined in the owner letter and emailing photos and form to Product Safety, submit a warranty claim referencing Service Bulletin SVC2021-024 with Model/VIN. **1 hour of labor** will be paid.
- 3) Upon receipt of a **Vermeer \$50 USD Parts Certificate** from an owner whose machine did not have a defective supplier wheel, submit a warranty claim referencing Service Bulletin SVC2021-024, the Model and VIN and attaching a copy of the Parts Certificate. Add Parts Certificate to other charges tab as a net item. Sample Parts Certificate on page 9 of this bulletin.

If you have any questions concerning the inspection, please contact the Environmental Service Department.

This owner notification/letter instructs the owner **to inspect the wheels and contact their local dealership** to arrange for a time to have the appropriate kit installed. Please contact your affected customer(s) immediately 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 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

<p>Completion Schedule:</p> <p><input checked="" type="checkbox"/> Product Safety Alert: Install immediately</p> <p><input type="checkbox"/> 90 days from MM/DD/YYYY</p> <p><input type="checkbox"/> 180 days from MM/DD/YYYY</p> <p><input type="checkbox"/> 1 year from MM/DD/YYYY</p> <p><input type="checkbox"/> Only Units within Standard Limited Warranty Period</p> <p><input type="checkbox"/> N/A</p>	<p>Reimbursement:</p> <p><input checked="" type="checkbox"/> Product Safety Alert:</p> <p><input checked="" type="checkbox"/> All Units Listed Above</p> <p style="padding-left: 20px;"><input checked="" type="checkbox"/> Parts <input checked="" type="checkbox"/> Labor Paid (Labor Code: SB21)</p> <p><input type="checkbox"/> Only Units within Standard Limited Warranty Period</p> <p><input type="checkbox"/> No Reimbursement</p>
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Internal Reference: TREAD Act Code <i>(Choose one or more applicable codes)</i>	<input 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 checked="" type="checkbox"/>	20	Wheels
	<input type="checkbox"/>	11	Electrical	<input type="checkbox"/>	21	Trailer hitch



NHTSA SAFETY RECALL NUMBER 20V085


**IMPORTANT
SAFETY
RECALL**
First Notice
**Wheel and Lug Nut
Inspection**

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

**SAMPLE
OWNER
LETTER**

January 14, 2021

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

Dear «MODEL» Owner:

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

Vermeer Corporation has determined that a defect, that relates to motor vehicle safety, exists in certain model year 2010–2020 brush chippers. Our records indicate that you own one of the potentially affected brush chippers.

What is the issue?

Beginning in August 2016 through early February 2020, specific wheels (steel rim) with bolt pattern 8 on 6½ inch (165.1 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.

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.



Note: Due to wheel supplier delivery variances, some brush chippers identified may have been manufactured with properly manufactured wheels (right photo above). Our records do not contain sufficient data to identify which wheels were installed on each brush chipper nor which customers may have purchased a replacement wheel. Through an abundance of caution, we identified brush chippers which may have the defective supplier wheels (left photo above) installed and therefore a wheel and lug nut inspection must be performed.

What you must do?

Inspect each brush chipper wheel by referencing the photos to identify if defective supplier wheels are installed.

- 1) **Complete** enclosed **Wheel Lug Nut Inspection Form** and **return with photos of each wheel** to: safetyform@vermeer.com. The Model and VIN is shown on the top right corner of this letter.
- 2) **Contact your Vermeer dealer** to arrange for one of the field campaign kit remedies to be installed:
 - a) **Has defective supplier wheels:** IK00-3940: BC1000XL Wheel and Tire Assembly Replacement Kit. This kit will be installed free of charge (parts and labor). If the Vermeer dealer travels to the unit to install the remedy, travel costs may be incurred by the owner.

Until IK00-3940 can be installed, include as part of your pre-trip inspection every day or at a minimum every 150 miles (250 km):

- Using a calibrated torque wrench, torque to **210 ft-lb (285 Nm)**. If torque value cannot be maintained, contact your local Vermeer dealer.
- If tire pressure is not at **80 psi (550 kPa)**, the wheel may have a crack. The crack may or may not be visible. If the tire pressure cannot be maintained, contact your local Vermeer dealer.

- b) **Does not have defective supplier wheels:** IK00-3961: Brush Chipper Wheel and Tire Information Update Kit. This kit will be installed free of charge (parts and labor). If the Vermeer dealer travels to the unit to install the remedy, travel costs may be incurred by the owner.

- 3) If you do not return the enclosed Wheel and Lug Nut Inspection Form and contact your Vermeer dealer to have a field campaign kit installed, Vermeer Corporation will continue to send you further communications regarding this recall.

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»

Owners with brush chippers which:

- have defective supplier wheels will be compensated by receiving IK00-3940, which includes replacement wheels, tires, lug nuts and information materials.
- do not have defective supplier wheels will be compensated by receiving IK-3961, which includes information materials and a \$50.00 parts credit issued by Vermeer Corporation to be redeemed at your local Vermeer dealer.

What if you no longer own this brush chipper?

If you no longer own this unit, please notify Vermeer Corporation Product Safety Department at:

Toll-free: 800-829-0051, option 1
 Telephone: 641-621-7060
 Email: safetyform@vermeer.com

If possible, please provide the name and address of the new owner.

We regret any inconvenience these interim measures may cause you. The required daily wheel inspection 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.

Sincerely,
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 you have concerns you may contact 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>.

Enclosure: Wheel and Lug Nut Inspection Form



BC1000XL Brush Chipper

Internal Reference: Service Bulletin SVC2021-024

Model: «Model»

Serial No: «VIN»



PRODUCT SAFETY RECALL

First Notice 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

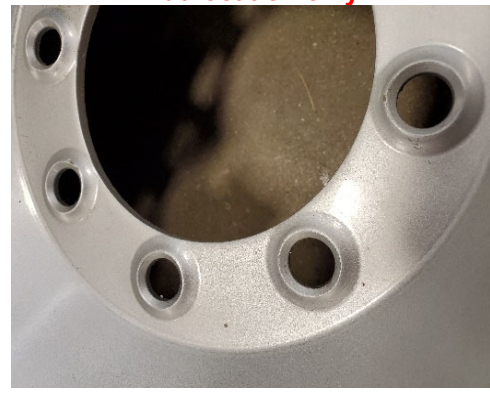
Identified by continuously raised lug nut surface



Properly Manufactured Wheel

Correct Lug Nut Seat

Identified by raised surface around lug
nut location only



If defective wheels are installed (left photo above):

- 1) **Take photos** of **each** wheel and complete enclosed Wheel and Lug Nut Inspection Form. Email photos and form to: safetyform@vermeer.com.
- 2) **Contact your Vermeer dealer** to arrange for IK00-3940: BC1000XL Wheel and Tire Assembly Replacement Kit to be installed. This kit will be installed free of charge (parts and labor).
- 3) **Inspect each brush chipper wheel** for these possible conditions until IK00-3940 is installed:
 - a. **If one or more lug nut is missing or loose**, using a calibrated torque wrench, torque to **210 ft-lb (285 Nm)**. If torque value cannot be obtained, contact your local Vermeer dealer.
 - b. **If tire pressure** is not at **80 psi (550 kPa)**, the wheel may have a crack. The crack may or may not be visible. If the tire pressure cannot be maintained, contact your local Vermeer dealer.
 - c. **Verify the 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 IK00-3940 has been installed by your Vermeer dealer.
 - d. **DO NOT** tow the brush chipper without all lug nuts properly installed or low tire pressure.

If properly manufactured wheels are installed (right photo above),

- 1) **Take photos** of **each** wheel and complete enclosed Wheel and Lug Nut Inspection Form. Email photos and form to: safetyform@vermeer.com.
- 2) **Contact your Vermeer dealer** to arrange for installation of IK00-3961: Brush Chipper Wheel and Tire Information Update Kit. This kit will be installed free of charge (parts and labor).



BC1000XL Brush Chipper

Internal Reference: Service Bulletin SVC2021-024



PRODUCT SAFETY RECALL

First Notice Wheel and Lug Nut Inspection Form

Model:	«Model»
Serial No:	«VIN»

- 1) Take photos of **each** wheel.
- 2) **Complete** this page of Wheel and Lug Nut Inspection Form.
- 3) Email photos and form to: safetyform@vermeer.com

Wheel inspection results:	Wheel 1	<input type="checkbox"/> Defective Wheel Installed	<input type="checkbox"/> No defective wheel installed
	Wheel 2	<input type="checkbox"/> Defective Wheel Installed	<input type="checkbox"/> No defective wheel installed
Contact Name:			
Contact Email:			
Company:			
Address:			
City, State, Postal Code, Country:			

Enter date signed below:

I certify that the documents attached to this Wheel and Lug Nut Inspection Form are true and accurate.

X

Print name here:	Sign on the line above
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Thank you for your cooperation.

Vermeer Corporation
 Product Safety Department
 1210 Vermeer Road E
 PO Box 200
 Pella, Iowa 50219 USA
 Telephone: 641-621-7060
 Fax: 641-621-8562
 Email: safetyform@vermeer.com



VERMEER PARTS CERTIFICATE

\$50.00 USD

SAMPLE

SAMPLE

REDEEM THIS CERTIFICATE
FOR CREDIT TOWARD

SAMPLE

ANY PARTS PURCHASED

AT YOUR LOCAL

VERMEER DEALERSHIP PARTS COUNTER

SVC2021-024: BC1000XL Brush Chipper Wheel and Lug Nut Inspection
Issued for Inspection of Non-Defective Supplier Wheels Only

VERMEER MODEL: «MDL_CD»

VIN: «PRD_SRL»

Date Issued:

Date of Expiration:

SAMPLE

VERMEER PRODUCT SAFETY DEPARTMENT

1210 Vermeer Road East
Pella, Iowa 50219 USA

Toll-free: 800-829-0051, Option 1

Telephone: 641-621.7060

Email: productsafety@vermeer.com