



# SERVICE BULLETIN

## Vermeer Corporation

Environmental  
Pella, IA 50219 USA

### FIELD CAMPAIGN

SERVICE BULLETIN #

SVC2020-114

DATE:

26 August 2020

CAMPAIGN  
TYPE:

Mandatory-Product Safety

**DEALER INSTALLATION ONLY**

CAMPAIGN  
CATEGORY:

Kit and Bulletin

Subject:



**PRODUCT  
SAFETY  
RECALL**

**FIRST NOTICE**

BC1200XL Wheel and  
Tire Assembly  
Replacement Kit  
(IK00-3973)

*Field remedy now available for  
2006–2016 Brush Chippers:  
Replacement Wheels – Parts Sales.*

1. **IK01 or IK03:** Order one of these kit versions which includes English text safety sign and **English** Operator's and Maintenance Manuals for machines located in the United States, Canada (except Quebec), Australia, New Zealand and other English-speaking global regions.
2. **IK02 or IK04:** Order one of these kit versions which includes no-text safety sign and English + translated Operator's and Maintenance Manuals for machines located for machines located in other global regions.

Additional details regarding parts included in kit versions shown below.

**Note: SNs in the Included Ranges below are according to Wheel Inspections received by August 12, 2020.**

MACHINE / ATTACHMENT MODEL (S):	Serial Numbers		Kit Version
	Included	Excluded	
BC1200XL	<p>101–104, 111, 118, 119, 121, 127, 128, 130, 132–136, 138, 143, 149, 150, 152, 154, 156, 158–163, 168–170, 172–174, 177–178, 182, 185, 186, 189, 191–200, 206–208, 210–214, 216, 219, 222, 225–228, 230, 231, 235, 239, 241, 247–250, 255–257, 260–266, 268, 271–273, 275, 277–279, 281–285, 288–293, 295–297, 299, 300, 305, 306, 310–319, 329, 334, 335, 337–346, 347–350, 355–358, 360–362, 376</p> <p><b>Units with “Bad” Supplier Defective Floatation Wheels</b></p>	<p>113, 157, 205, 302, 303, 352, 374</p> <p><b>And units equipped with Standard Wheels</b></p> <p>105–110, 112, 114–116, 120, 12–126, 137, 139–142, 144–148, 151, 155, 164–167, 175, 176, 180, 181, 183–184, 187, 188, 190, 201–204, 209, 215, 217, 221, 223, 232, 234, 236–238, 242–246, 252–254, 258, 259, 267, 269, 270, 274, 276, 280, 286, 287, 294, 301, 304, 307–309, 320–328, 330, 331, 336, 351, 353, 354, 359, 363–373</p>	<p><b>IK01:</b> 8-bolt steel wheels on 6½", 9/16" studs; Tires 235/80R16 LRE; text safety sign and English Operator's/Maintenance Manuals</p>
BC1200XL	<p>113, 157, 205, 302, 303, 352, 374</p> <p><b>Units with “Bad” Supplier Defective Floatation Wheels</b></p>	<p>101 – 104, 111, 118, 119, 121, 127, 128, 130, 132–136, 138, 143, 149, 150, 152, 154, 156, 158–163, 168–170, 172–174, 177–178, 182, 185, 186, 189, 191–200, 206–208, 210–214, 216, 219, 222, 225–228, 230, 231, 235, 239, 241, 247–250, 255–257, 260–266, 268, 271–273, 275, 277–279, 281–285, 288–293, 295–297, 299, 300, 305, 306, 310–319, 329, 334, 335, 337–346, 347–350, 355–358, 360–362, 376</p> <p><b>And units equipped with Standard Wheels</b></p>	<p><b>IK02:</b> 8-bolt steel wheels on 6½", 9/16" studs; Tires 235/80R16 LRE; no-text safety sign and English + <b>translated</b> Operator's/Maintenance Manuals</p>
BC1200XL	<p>117, 129, 131, 153, 171, 179, 219, 220, 224, 229, 231, 233, 251, 298, 332, 333, 346, 375, 377</p> <p><b>Units with “Good” Non-Defective Supplier Floatation Wheels per Inspections received by 12 Aug 2020</b></p>	<p>240</p> <p><b>Units with “Bad” Supplier Defective Floatation Wheels and units equipped with Standard Wheels</b></p>	<p><b>IK03:</b> text safety sign and English Operator's/Maintenance Manuals</p>

BC1200XL	<p style="text-align: center;">240</p> <p style="text-align: center;"><b>Units with “Good” Non-Defective Supplier Floatation Wheels per Inspections received by 12 Aug 2020</b></p>	<p>117, 129, 131, 153,171, 179, 219, 220, 224, 229, 231, 233, 251, 298, 332, 333, 346,375, 377</p> <p style="text-align: center;"><b>Units with “Bad” Supplier Defective Floatation Wheels and units equipped with Standard Wheels</b></p>	<p><b>IK04:</b> no-text safety sign and English + translated Operator’s/Maintenance Manuals</p>
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**Background:** Dealers were previously notified on SVC2020-057 about a supplier wheel safety defect. If an owner purchased replacement wheels between August 2016 through early February 2020, a defective wheel may have been installed on their brush chippers identified on pages 2–3 of this Bulletin.

Model	Tire/Wheel Assembly Part Number	Wheel Part Number
BC1200XL	163647422	163647345

**POSSIBLE LOSS OF WHEEL AND RISK OF CRASH**

Specific wheels (steel rim) with 8-bolt pattern on 6½ 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.

**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



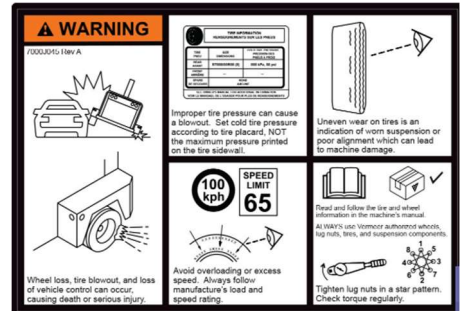
**IMMEDIATE MACHINE MODIFICATIONS REQUIRED**

**Solution:** On March 20, 2020, owners of the brush chippers identified above were mailed an owner letter notification to inspect the wheels to identify **IF** it was equipped with supplier defective wheels. A portion of the owners have completed the inspection, while other owners have not yet responded. There are **two** status categories:

1. **Inspection completed** - Brush chippers equipped with “good” non-defective wheels. For the 2006–2016 machines, as well as machines manufactured from 2016–2020 which identified “good” wheels in their inspection, the owners will be mailed a letter with instructions to contact their dealer to have **IK03-** or **IK04-3973**

installed.

IK00-3973 contains a new safety sign (shown to the right) and updated Operator’s Manual and Maintenance Manuals. No wheel/tire assembly is included in IK03- or IK04-3973. See sample owner letter #1 at end of this Bulletin. **This kit must be installed as soon as possible.**



2. **Inspection not completed; no response received** - Brush chippers built from 2006 – 2016 with **unknown wheel status**. For these machines, owners will be mailed a letter with instructions to inspect the wheels.
  - a. If **“good” non-defective wheels** are installed, the owner must:
    - i. **Complete and return** inspection form with photos to [safetyform@vermeer.com](mailto:safetyform@vermeer.com) for which they will receive a Vermeer Corporation \$50.00 USD Parts Certificate; **and**,
    - ii. **Contact their dealer** to install **IK03-** or **IK04-3973**.
  - b. If **“bad” defective supplier wheels** are installed, the owner must:
    - i. **Complete and return** inspection form with photos to [safetyform@vermeer.com](mailto:safetyform@vermeer.com); **and**,
    - ii. Contact their **dealer to install IK01-** or **IK02-3973** which includes:

IK01-3973: Wheels, tires, text safety sign and updated English Operator’s Manual and Maintenance Manual	
IK02-3973: Wheels, tires, no-text safety sign and updated English + translated Operator’s Manual and Maintenance Manual	
Wheel:	8-bolt steel on 6½" rims with 9/16" studs
Tire:	235/80R16 LRE
Wheel/lug nut:	9/16" 60-degree cone
Tire load rating:	3520 lb (1600 kg) at 80 psi (590 kPa)
<p>Destroy wheels and tires. When you remove the supplier defective steel rim/wheels, these wheels can never be used or sold for any purpose. The wheels <b>MUST</b> be destroyed:</p> <ul style="list-style-type: none"> <li>• Remove the tire from the steel rim/wheel or deflate the tire.</li> <li>• Torch cut the wheel(s) across the lug nut area.</li> <li>• Take photo(s) of the destroyed wheel(s) and attach to campaign warranty claim.</li> <li>• Discard the lug nuts so they can never be used or sold for any purpose.</li> <li>• 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.</li> </ul>	

If there are any questions about **if** wheels are defective, please send photos to: [safetyform@vermeer.com](mailto:safetyform@vermeer.com).

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.

**DEALER PARTICIPATION  
REVIEW REPORTS, CONTACT CUSTOMERS, ORDER KITS**

1. **Reports will be emailed** during the week of August 26, 2020, to dealerships shown in our records which have units in their territory affected by this Alert. **Two** reports will be emailed:
  - Report 1: **Inspection completed** – Brush chippers equipped with “good” non-defective supplier wheels.
    - **Contact your affected customer(s)** to schedule a mutually acceptable time to upgrade their machine with **IK03-** or **IK04-3973**. Note: Letters will be sent to the owners on or about **September 9, 2020**. Refer to *Owner Notification Sample Letter#1 on pages 8-9 of this Bulletin*.
  - Report 2: **Inspection not completed; no response received** – Brush chipper unknown wheel status.
    - **Contact your affected customer(s)** to inform them an inspection must be completed. The owner letter notification will be sent on or about **September 9, 2020**. Refer to *Owner Notification Sample Letter 2 on pages 10-12 of this Bulletin* which will instruct the owner to:
      - a) **Inspect the brush chipper’s** wheels, and
      - b) **Return inspection form** with photos to [safetyform@vermeer.com](mailto:safetyform@vermeer.com). See *Inspection form on pages 13-14 of this Bulletin*. **And**,
      - c) **Contact their dealer** to install either:
        - **If** inspection indicates “good” non-defective wheels, install **IK03-** or **IK04-3973** on customer’s machine.
        - **If** inspection indicates “bad” defective supplier wheels, install **IK01-** or **IK02-3973** on customers machine.

Please review the report for accuracy, including owner and/or address changes. If information contained in the two reports are **NOT** correct, please notify the Product Safety Department on or before September 8, 2020 at:

Telephone: 641-621-7060  
Fax: 641-621-8562  
Email: [productsafety@vermeer.com](mailto: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 Operator’s/Maintenance Manuals to be provided in the official/primary language. If the translated Operator’s/Maintenance Manuals are available in the language required at time of order, the translated manuals will be shipped with IK02 and IK04 from the Parts Distribution Center. If the translated Operator’s/Maintenance Manuals are not yet available, the translated manuals will be sent from Product Safety department

when they become available referencing the Sales Order number of IK02 or IK04, Model and VIN.

If you have any questions concerning the installation of IK00-3973, please contact the Environmental Service Department.

### REIMBURSEMENT

Upon completion of each IK00-3973 Kit installation

- **Inspection form** with wheel photos must be received by Vermeer Corporation product safety department before dealer can submit a campaign warranty claim to enable updates to the iWarranty campaign record for each serial number.
- **Kit reimbursement:** Dealer submit a campaign Warranty Claim to the Corporate Warranty Department for reimbursement of the cost of parts and labor to install the Kit. Labor hours to install are as follows:
  - **IK013973: 2 hours**
    - Must include photos of destroyed wheels.
    - Must include a copy of the Work Order if travel is requested.
    - Note: Tire disposal is included in the labor hours. No additional reimbursement will be paid.
  - **IK023973: 2 hours**
    - Must include photos of destroyed wheels.
    - Must include a copy of the Work Order if travel is requested.
    - Note: Tire disposal is included in the labor hours. No additional reimbursement will be paid.
  - **IK033973: 1 hour**
  - **IK043973: 1 hour**
- **Dealer inspection:** If dealer assists owner with wheel inspection (customer does not perform inspection), dealer will be reimbursed 1.0 hour labor. Dealer must submit standard warranty claim with wheel photos and inspection form attached referencing IK003973 in causal part number field. If customer submits inspection form directly to Vermeer Corporation, the dealer will not also be paid for a second inspection.
- **Part Certificate:** Upon receipt of a **Vermeer \$50 USD Parts Certificate** from a machine owner who completed the inspection and identified a “good” non-defective wheel, submit a standard warranty claim referencing SVC2020-057, the Model and VIN and attaching a copy of the Parts Certificate. Add Parts Certificate to the other charges tab as a net item.

**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 two sample letters which will be sent by Vermeer Corporation directly to the owners on or about **September 9, 2020**, via USPS certified/registered mail.

1. **Letter 1:** Owners who responded to interim mailing (Service Bulletin 2020-057 and 2020-056), completed inspection to indicate brush chipper are equipped with “**good**” **non-defective wheels**. These owners are instructed to contact their dealer to install IK03- or IK04-3973.

2. **Letter 2:** Owners who did not respond to interim mailing (Service Bulletin 2020-057). These owners will be mailed a letter instructing them to **inspect** their brush chipper, **return inspection form** and **contact their dealer** to install IK01- or IK02-3973.

Owner letters will be translated into the following languages:

• Brazilian Portuguese	• Hindi
• Chinese	• Malay
• Dutch	• Polish
• French	• Spanish

All translated owner notices will also include English owner notification.

*Refer to Owner Notification Sample Letters on pages 8-12 on this Bulletin.*

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

### Attachment:

IK00-3973 Kit Instructions

<p><b>Completion Schedule:</b></p> <p><input checked="" type="checkbox"/> <b>Product Safety Alert: Install immediately</b></p> <p><input type="checkbox"/> <b>90 days from MM/DD/YYYY</b></p> <p><input type="checkbox"/> <b>180 days from MM/DD/YYYY</b></p> <p><input type="checkbox"/> <b>1 year from MM/DD/YYYY</b></p> <p><input type="checkbox"/> <b>Only Units within Standard Limited Warranty Period</b></p> <p><input type="checkbox"/> <b>N/A</b></p>	<p><b>Reimbursement:</b></p> <p><input checked="" type="checkbox"/> <b>Product Safety Alert:</b></p> <p><input checked="" type="checkbox"/> <b>All Units Listed Above</b></p> <p style="padding-left: 20px;"><input checked="" type="checkbox"/> <b>Parts</b>   <input checked="" type="checkbox"/> <b>Labor Paid (Labor Code: SB20)</b></p> <p><input type="checkbox"/> <b>Only Units within Standard Limited Warranty Period</b></p> <p><input type="checkbox"/> <b>No Reimbursement</b></p>
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<b>Internal Reference:</b> <b>TREAD Act Code</b> <i>(Choose one or more codes applicable)</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



**SAMPLE OWNER LETTER #1:  
INSPECTION COMPLETED;  
EQUIPPED WITH "GOOD"  
NON-DEFECTIVE SUPPLIER  
WHEELS**

VIA USPS CERTIFIED/REGISTERED MAIL

September 9, 2020

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.*

In March 2020, Vermeer decided that a defect, that relates to motor vehicle safety, existed in certain model year 2006-2020 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 indicating that your brush chipper did **not** have the defective supplier wheels.

**FINAL FIELD KIT NOW AVAILABLE**

Although your brush chipper did **not** have the defective supplier wheels, new information materials have been developed. **Please contact** your authorized, independent **Vermeer dealer** immediately to arrange a mutually acceptable time and location to install IK00-3973 **at no cost** to you for labor or materials.

**IK00-3973** includes the following information materials:

1. New safety sign (shown to the right).
2. Updated Operator's/Maintenance Manual.

**This kit must be installed as soon as possible.**

The installation of this kit is estimated at 1.0 hour 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.**



**IMPORTANT  
SAFETY  
RECALL**

**First Notice**

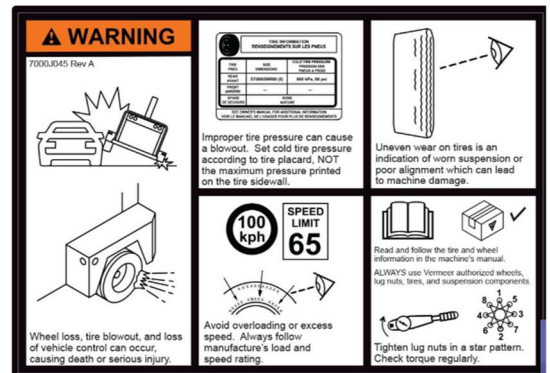
**BC1200XL Wheel and Tire  
Assembly Replacement Kit  
(IK00-3973)**

**Field campaign remedy is now available.**

**Model:**      «Model»

This notice applies to your vehicle,

**Serial No:**   «VIN»



**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»

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, option 1  
 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 that these corrective measures may cause you. The required work is for the safety of the crew, the towing vehicle occupants and other traveling the public roadways. We hope that you agree that 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](mailto: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>

**SAMPLE OWNER  
LETTER #2 –  
NO RESPONSE RECEIVED;  
NOT INSPECTED**

**IMPORTANT  
SAFETY  
RECALL**



**First Notice**  
**BC1200XL Wheel and Tire  
Assembly Replacement Kit  
(IK00-3973)**  
**Field campaign remedy is now available.**

VIA USPS CERTIFIED/REGISTERED MAIL

September 9, 2020

Dear «MODEL» Owner:

**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 2006–2016 Vermeer «MODEL» brush chippers. 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 8-bolt pattern on 6½” (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.

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. The Model and VIN is shown on the top right of this letter and the enclosed Wheel Lug Net Inspection form.

2. Does **not** have defective supplier wheels.

- a. **Complete and return** the enclosed Wheel and Lug Nut Inspection **form with photos** to [safetyform@vermeer.com](mailto:safetyform@vermeer.com). For your inspection, you will be mailed a Vermeer \$50 USD Parts Certificate redeemable at your local Vermeer dealer.

**And**

- b. **Contact your local Vermeer dealer** to install IK03- or IK04-**3973** which contains the following items:

- New safety sign (image shown to the right below).
- Updated Operator’s Manual and Maintenance Manual.

**This 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 IK03- or IK04-3973 **at no cost** to you for labor or materials. The installation of this kit is estimated at 1.0 hour of labor. If the Vermeer dealer travels to the unit to install the kit, costs may be incurred by the owner.

3. **Has** defective supplier wheels,

- a. **Complete and return** the enclosed Wheel and Lug Nut Inspection **form with photos** to [safetyform@vermeer.com](mailto:safetyform@vermeer.com)

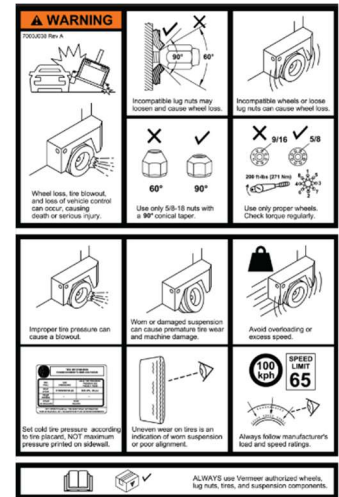
**And**

- b. **Contact your local Vermeer dealer** to install IK01- or IK02-**3973** which contains the following items:

- Wheels and tires included in this field remedy kit are:

Wheel:	Steel 8 on 6½ inch; 9/16” studs
Tire:	235/80R16 LRE
Wheel/lug nut:	9/16” inch 60-degree cone
Tire load rating:	3520 lb (1600kg) at 80 psi (590 kPa)

- New safety sign (image shown to the right).
- Updated Operator’s Manual and Maintenance Manual.



**This 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 IK01- or IK02-3973 **at no cost** to you for labor or materials. The installation of this kit is estimated at 2.0 hours of labor. If the Vermeer dealer travels to the unit to install the kit, costs may be incurred by the owner.

- c. If your dealer did not install a 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 IK00-3973 is installed by your dealer.

**You must have your machine upgraded for these safety features.** If you do not return the Inspection form or contact your Vermeer dealer, Vermeer Corporation will continue to send further communications regarding this recall.

<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»

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, option 1  
 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 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 Letter
- 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](mailto: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: [safetyform@vermeer.com](mailto:safetyform@vermeer.com)  
Telephone: 641.621.7060  
Toll Free: 800.829.0051, Option 1



# IMPORTANT SAFETY RECALL

## First Notice

**BC1200XL Wheel and Tire  
Assembly Replacement Kit  
(IK00-3073)**

**Model:** «Model»  
This notice applies to your vehicle.  
**Serial No:** «PRD\_SRL»

### 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



## BC1200XL WHEEL AND LUG NUT INSPECTION FORM

Using photos above, **inspect each brush chipper wheel**. You must return this Inspection form to Vermeer Corporation.

- 1) If **“good” properly manufactured wheels are installed** (right photo above),
  - a) **Complete Page 2** of this Wheel and Lug Nut Inspection form, include photos of each wheel and email to: [safetyform@vermeer.com](mailto:safetyform@vermeer.com) For your inspection, you will be mailed a Vermeer \$50 USD Parts Certificate redeemable at your local Vermeer dealer.  
**And**
  - b) **Contact your local Vermeer dealer** to install IK03- or IK04-**3973** which contains the following items:
    - i) New safety sign (image shown to the right below).
    - ii) Updated Operator’s Manual and Maintenance Manual.
- 2) If **defective wheels are installed** (left photo above),
  - a) **Complete Page 2** of this Wheel and Lug Nut Inspection form, include photos of each wheel and email to [safety@vermeer.com](mailto:safety@vermeer.com)  
**And**
  - b) **Contact your local Vermeer dealer** immediately to arrange a time to install IK01- or IK02-3973 Wheel and Tire Assembly Replacement Kit.
  - c) Prior to having this field remedy kit installed,
    - **If one or more lug nut is missing or loose**, using a calibrated torque wrench, torque to **210 ft-lb (285 Nm)**.
    - **If tire pressure** is not at **80 psi (550 kPa)**, the wheel may have a crack which may or may not be visible.
    - **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 IK00-3941: Wheel and Tire Assembly Replacement Kit is installed by your Vermeer dealer.

- Do not tow the brush chipper without all lug nuts properly installed or low tire pressure.



Vermeer Corporation  
 Product Safety Department  
 1210 Vermeer Rd East  
 Pella, IA 50219 USA  
 Email: [safetyform@vermeer.com](mailto:safetyform@vermeer.com)  
 Telephone: 641.621.7060  
 Toll Free: 800.829.0051, Option 1



**IMPORTANT  
SAFETY  
RECALL**

**First Notice**  
**BC1200XL Wheel and Tire  
 Assembly Replacement Kit  
 (IK00-3073)**

**Model:**        «Model»  
 This notice applies to your vehicle.  
**Serial No:**   «PRD\_SRL»

**BC1200XL WHEEL AND LUG NUT INSPECTION FORM**

- 1) Take photos of **each** wheel.
- 2) Complete section below on this page 2 of Wheel and Lug Nut Inspection form.
- 3) Email photos and completed form to: [safetyform@vermeer.com](mailto:safetyform@vermeer.com)

Wheel inspection results:	<b>Wheel 1</b>	<input type="checkbox"/> Defective Wheel Installed	<input type="checkbox"/> <b>No</b> defective wheel installed
	<b>Wheel 2</b>	<input type="checkbox"/> Defective Wheel Installed	<input type="checkbox"/> <b>No</b> defective wheel installed
		If Defective Wheels are installed, your compensation from Vermeer will be new wheel/tire assemblies.	If no deflection wheels are installed, your compensation will be a Vermeer Corporation \$50.00 USD Parts Certificate. Please allows 2-4 weeks for processing.

After submitting this Inspection form to Vermeer Corporation at [safetyform@vermeer.com](mailto:safetyform@vermeer.com), contact your local Vermeer dealer to request installation of the field remedy kit IK00-3973.

Contact Name:	
Contact Email:	
Company:	
Address:	
City, State, Postal Code, Country:	
Enter date signed below:	<b>I certify that the documents attached to this Wheel and Lug Nut Inspection form are true and accurate.</b>
	<b>X</b>
	Sign on the line above
Print name here:	

Thank you for your cooperation.

**Vermeer Corporation, Product Safety Department**  
 1210 Vermeer Road E, PO Box 200  
 Pella, IA 50219 USA  
 Email: [safetyform@vermeer.com](mailto:safetyform@vermeer.com)  
 Telephone: 641.621.7060 - Fax: 641.621.8562 - Toll Free: 800.829.0051, Option 1

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

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