



SERVICE BULLETIN

Vermeer Corporation

Environmental
Pella, IA 50219 USA

**FIELD CAMPAIGN
SERVICE BULLETIN #**

SVC2020-113

DATE: 26 August 2020

**CAMPAIGN
TYPE:**

Mandatory-Product Safety

DEALER INSTALLATION ONLY

**CAMPAIGN
CATEGORY:**

Kit and Bulletin

Subject:



**BC1000XL, BC1200XL
and BC1500 Brush
Chipper Wheel and
Tire Information
Update Kit
(IK00-3961)**

This bulletin includes machines:

- **Manufactured from 2006–2016 which may have purchased replacement wheels from the part center between August 2016 to February 2020; and,**
- **Manufactured from 2016–2020 which identified “good” wheels in their inspection.**

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

Additional details regarding parts included in kit versions are shown below.

MACHINE / ATTACHMENT MODEL (S):	Serial Numbers		Kit Version
	Included	Excluded	
BC1000XL	18736, 19941, 20605, 20970, 21629, 22848, 22918, 23131, 23899, 23933, 24299, 24874, 25176, 25210, 25213, 25214, 25243, 30638, 30639	<p>NONE</p> <p>Does not include:</p> <ul style="list-style-type: none"> 5200 lb (2360 kg) electric brake axle 	IK01: safety sign (English text); tire placard; and English supplemental manual
BC1000XL	<p>NONE</p> <p>(Current location of machines indicate IK02 is not required.)</p>	<p>18736, 19941, 20605, 20970, 21629, 22848, 22918, 23131, 23899, 23933, 24299, 24874, 25176, 25210, 25213, 25214, 25243, 30638, 30639</p> <p>Does not include:</p> <ul style="list-style-type: none"> 5200 lb (2360 kg) electric brake axle 	IK02: safety sign (no-text); tire placard; and English + translated supplemental manual
BC1200XL	381, 382, 398, 401, 403, 409, 421, 433, 438, 441, 442, 454, 457, 459, 464, 468, 474, 1001, 1005, 1010, 1015, 1021, 1040, 1041, 1044, 1054, 1069, 1080, 1097, 1110, 1116, 1119, 1120, 1122, 1123, 1129, 1131, 1138, 1179, 1181, 1186, 1189, 1204, 1207, 1215, 1221, 1224, 1242, 1249, 1254, 1256, 1304, 1313, 1333, 1336, 1338, 1345, 1358, 1390, 1394, 1406, 1426, 1435, 1436, 1440, 1445, 1447, 1453, 1459, 1463, 1522, 1530–1532, 1538, 1539, 1547, 1548, 1550, 1560, 1566, 1567, 1570, 1573, 1576, 1590, 1592–1594, 1601, 3022, 3024, 3029, 3036, 3040, 3047, 3048, 3065, 3091, 3096, 3158, 3515, 3520, 3521, 3624	<p>449, 1037</p> <p>Does not include:</p> <p>Sales Codes 088, 2VP, 5VP</p>	IK01: safety sign (English text); tire placard; and English supplemental manual
BC1200XL	449, 1037	381, 382, 398, 401, 403, 409, 421, 433, 438, 441, 442, 454, 457, 459, 464, 468, 474, 1001, 1005, 1010, 1015, 1021, 1040, 1041, 1044, 1054, 1069, 1080, 1097, 1110, 1116, 1119, 1120,	IK02: safety sign (no-text); tire placard; and English + translated supplemental manual

MACHINE / ATTACHMENT MODEL (S):	Serial Numbers		Kit Version
	Included	Excluded	
BC1200XL – cont.		1122, 1123, 1129, 1131, 1138, 1179, 1181, 1186, 1189, 1204, 1207, 1215, 1221, 1224, 1242, 1249, 1254, 1256, 1304, 1313, 1333, 1336, 1338, 1345, 1358, 1390, 1394, 1406, 1426, 1435, 1436, 1440, 1445, 1447, 1453, 1459, 1463, 1522, 1530–1532, 1538, 1539, 1547, 1548, 1550, 1560, 1566, 1567, 1570, 1573, 1576, 1590, 1592–1594, 1601, 3022, 3024, 3029, 3036, 3040, 3047, 3048, 3065, 3091, 3096, 3158, 3515, 3520, 3521, 3624 Does not include: Sales Codes 088, 2VP, 5VP	IK02: safety sign (no-text); tire placard; and English + translated supplemental manual
BC1500	See attached listing on pages 9–12 of this bulletin for specific VIN/SN.	2040, 5484, 5575, 5613, 8225, 8477 Does not include: EU Trailer, Sales Codes 055, 14VP, 10VP	IK01: safety sign (English text); tire placard; and English supplemental manual
BC1500	2040, 5484, 5575, 5613, 8225, 8477, 8716	See attached listing on pages 9–12 of this bulletin for specific VIN/SN. Does not include: EU Trailer, Sales Codes 055, 14VP, 10VP	IK02: safety sign (no-text); tire placard; and English + translated supplemental manual

Background:

Dealers were previously notified on Service Bulletin 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.

Models	Tire/Wheel Assembly Part Number	Wheel Part Number
BC1000XL	163647430	163647428
BC1200XL	163647430	163647428
	163647422	163547345
BC1500	163647430	163647428
	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

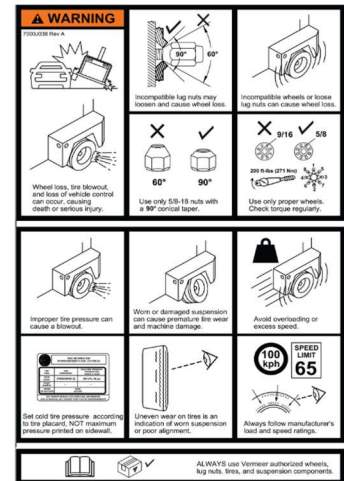


Solution:

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

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 these 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 IK00-3961 installed. IK00-3961 contains a new safety sign (shown to the right), a new wheel/tire specification placard and a Supplemental Operator’s and Maintenance Manual. See sample owner #1 at end of this Bulletin. **This kit must be installed as soon as possible**



2. **Inspection not completed; no response received** - Brush chipper 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 for which they will receive a Vermeer Corporation \$50.00 USD Parts Certificate; **and**,
 - ii. **Contact their dealer** to install IK01- or IK02-3961.

- b. If “**bad**” defective supplier wheels are installed, the owner must:
- i. **Complete and return** inspection form with photos to safetyform@vermeer.com; **and**,
 - ii. **Contact their dealer** to install the applicable version of the following kits:

Model	Kit *
BC1000XL	IK00-3940
BC1200XL, SN 101 – 377	IK00-3973
BC1200XL, SN 378 – 3624	IK00-3941
BC1500	IK00-3922

For brush chippers with “bad” defective supplier wheels, **do not install IK00-3961** as the kits listed above contain similar parts.

If there are any questions about if wheels are defective, please send photos to: 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 wheels.
 - **Contact your affected customer(s)** to schedule a mutually acceptable time to upgrade their machine with IK00-3961. **Note:** Letters will be sent to the owners on or about **September 9, 2020**. Refer to *Owner Notification Sample Letter 1 on pages 13–14 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 15–17 on 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 See *Inspection form on pages 18–19 of this Bulletin*. **And**,
 - c) Contact their dealer to install either:
 - **If** inspection indicates “good” non-defective wheels, install **IK01-** or **IK02-3961** on customer’s machine.
 - **If** inspection indicates “**bad**” defective supplier wheels, install:

Model	Kit *
BC1000XL	IK00-3940
BC1200XL, SN 101 – 377	IK00-3973
BC1200XL, SN 378 – 4520	IK00-3941
BC1500	IK00-3922

Please review the report for accuracy, including owner and/or address changes. If the 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

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.

If you have any questions concerning the installation of IK00-3961, please contact the Environmental Service Department.

REIMBURSEMENT

Upon completion of each IK00-3961 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 the parts and labor to install the IK003961. Labor hours to install: **1.0 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 IK003961 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.

- **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 SVC2020-056, 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 chippers are equipped with “**good**” **non-defective wheels**. These owners are instructed to contact their dealer to install IK00-3961.
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 Kit applicable to their machine as identified in Report section above.

3. Owner letters will be translated into the following languages:

• Arabic	• Italian
• Brazilian Portuguese	• Malay
• Bulgarian	• Maltese
• Chinese	• Norwegian
• Dutch	• Polish
• French	• Russian
• German	• Spanish
• Hindi	• Thai
• Indonesian	• Turkish

All translated owner notices will also include English owner notification.

Refer to Owner Notification Sample Letters on pages 13–17 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:

IK00-3961 Kit Instructions

Completion Schedule: <input checked="" type="checkbox"/> Product Safety Alert: Install immediately <input type="checkbox"/> 90 days from MM/DD/YYYY <input type="checkbox"/> 180 days from MM/DD/YYYY <input type="checkbox"/> 1 year from MM/DD/YYYY <input type="checkbox"/> Only Units within Standard Limited Warranty Period <input type="checkbox"/> N/A	Reimbursement: <input checked="" type="checkbox"/> Product Safety Alert: <input checked="" type="checkbox"/> All Units Listed Above <input checked="" type="checkbox"/> Parts <input checked="" type="checkbox"/> Labor Paid (Labor Code: SB20) <input type="checkbox"/> Only Units within Standard Limited Warranty Period <input type="checkbox"/> No Reimbursement
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Internal Reference: TREAD Act Code <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

BC1500 AFFECTED MACHINES - IK01-3961

MODEL	VIN	MODEL	VIN	MODEL	VIN
BC1500	1VR2161V871001016	BC1500	1VR2161V981001527	BC1500	1VR2161V8A1002450
BC1500	1VR2161V671001029	BC1500	1VR2161V281001532	BC1500	1VR2161V4A1002462
BC1500	1VR2161V771001055	BC1500	1VR2161V181001537	BC1500	1VR2161V5A1002471
BC1500	1VR2161V771001072	BC1500	1VR2161V581001556	BC1500	1VR2161V6A1002494
BC1500	1VR2161V971001090	BC1500	1VR2161V981001575	BC1500	1VR2161V5A1002504
BC1500	1VR2161V471001109	BC1500	1VR2161V481001581	BC1500	1VR2161V3A1002517
BC1500	1VR2161V471001126	BC1500	1VR2161V391002013	BC1500	1VR2161VXB1002547
BC1500	1VR2161VX71001129	BC1500	1VR2161V691002023	BC1500	1VR2161V1B1002551
BC1500	1VR2161V571001135	BC1500	1VR2161V591002031	BC1500	1VR2161V7B1002554
BC1500	1VR2161V771001136	BC1500	1VR2161V591002062	BC1500	1VR2161V0B1002573
BC1500	1VR2161V271001139	BC1500	1VR2161V891002069	BC1500	1VR2161V4B1002589
BC1500	1VR2161V871001162	BC1500	1VR2161V491002084	BC1500	1VR2161V1B1002596
BC1500	1VR2161V071001169	BC1500	1VR2161VX91002090	BC1500	1VR2161VXB1002614
BC1500	1VR2161V771001170	BC1500	1VR2161V191002091	BC1500	1VR2161V7B1002618
BC1500	1VR2161V371001179	BC1500	1VR2161V991002095	BC1500	1VR2161V9B1002619
BC1500	1VR2161V071001186	BC1500	1VR2161V991002100	BC1500	1VR2161V2B1002624
BC1500	1VR2161V671001189	BC1500	1VR2161V191002155	BC1500	1VR2161V4B1002639
BC1500	1VR2161V471001191	BC1500	1VR2161V791002158	BC1500	1VR2161VXB1002645
BC1500	1VR2161V371001196	BC1500	1VR2161V891002170	BC1500	1VR2161V3B1002647
BC1500	1VR2161V771001203	BC1500	1VR2161VX91002171	BC1500	1VR2161V3B1002650
BC1500	1VR2161V671001208	BC1500	1VR2161V091002177	BC1500	1VR2161V9B1002684
BC1500	1VR2161V471001210	BC1500	1VR2161V291002181	BC1500	1VR2161V4B1002690
BC1500	1VR2161V371001229	BC1500	1VR2161V891002184	BC1500	1VR2161V7B1002697
BC1500	1VR2161V171001231	BC1500	1VR2161V291002195	BC1500	1VR2161VXB1002709
BC1500	1VR2161V071001236	BC1500	1VR2161V691002197	BC1500	1VR2161V5B1002715
BC1500	1VR2161V871001243	BC1500	1VR2161V791002208	BC1500	1VR2161V0B1002718
BC1500	1VR2161V071001253	BC1500	1VR2161V591002210	BC1500	1VR2161V7B1002733
BC1500	1VR2161V381001278	BC1500	1VR2161V291002231	BC1500	1VR2161V2B1002736
BC1500	1VR2161V981001298	BC1500	1VR2161V391002240	BC1500	1VR2161V8B1002739
BC1500	1VR2161VX81001309	BC1500	1VR2161V091002258	BC1500	1VR2161V9B1002748
BC1500	1VR2161V681001338	BC1500	1VR2161V391002271	BC1500	1VR2161V3B1002759
BC1500	1VR2161V081001349	BC1500	1VR2161V791002273	BC1500	1VR2161V4B1002771
BC1500	1VR2161V281001353	BC1500	1VR2161V991002274	BC1500	1VR2161V5B1002777
BC1500	1VR2161V381001359	BC1500	1VR2161V291002276	BC1500	1VR2161V0B1002797
BC1500	1VR2161V981001379	BC1500	1VR2161V091002289	BC1500	1VR2161V9C1002833
BC1500	1VR2161V581001380	BC1500	1VR2161V4A1002316	BC1500	1VR2161V3C1002844
BC1500	1VR2161V481001435	BC1500	1VR2161V6A1002334	BC1500	1VR2161V9C1002847
BC1500	1VR2161V781001459	BC1500	1VR2161V6A1002348	BC1500	1VR2161V5C1002862
BC1500	1VR2161V481001466	BC1500	1VR2161V7A1002388	BC1500	1VR2161V0C1002879
BC1500	1VR2161V281001482	BC1500	1VR2161V7A1002410	BC1500	1VR2161V7C1002880
BC1500	1VR2161V881001504	BC1500	1VR2161V6A1002432	BC1500	1VR2161V1C1002888
BC1500	1VR2161V381001507	BC1500	1VR2161V8A1002447	BC1500	1VR2161V1C1002910

BC1500 AFFECTED MACHINES - IK01-3961

MODEL	VIN	MODEL	VIN	MODEL	VIN
BC1500	1VR2161V1C1002941	BC1500	1VR2161V2D1005252	BC1500	1VR2161V3D1005650
BC1500	1VR2161V8C1002953	BC1500	1VR2161V1D1005260	BC1500	1VR2161V4E1005657
BC1500	1VR2161V1C1002986	BC1500	1VR2161V0D1005279	BC1500	1VR2161V6E1005661
BC1500	1VR2161V1C1003006	BC1500	1VR2161V3D1005292	BC1500	1VR2161V1E1005664
BC1500	1VR2161V9C1003030	BC1500	1VR2161V0D1005296	BC1500	1VR2161V7E1005670
BC1500	1VR2161V0C1003031	BC1500	1VR2161V1D1005310	BC1500	1VR2161V2E1005673
BC1500	1VR2161V7C1003043	BC1500	1VR2161V4D1005320	BC1500	1VR2161V5E1005697
BC1500	1VR2161V9C1003058	BC1500	1VR2161V9D1005328	BC1500	1VR2161V7E1005698
BC1500	1VR2161V9C1003075	BC1500	1VR2161V7D1005358	BC1500	1VR2161V0E1005722
BC1500	1VR2161V5C1003090	BC1500	1VR2161V1D1005369	BC1500	1VR2161V0E1005736
BC1500	1VR2161V0C1003093	BC1500	1VR2161V7D1005375	BC1500	1VR2161VXE1005744
BC1500	1VR2161V9C1003108	BC1500	1VR2161V1D1005386	BC1500	1VR2161V3E1005746
BC1500	1VR2161V9C1003125	BC1500	1VR2161V1D1005405	BC1500	1VR2161V8E1005760
BC1500	1VR2161V9C1003139	BC1500	1VR2161V3D1005440	BC1500	1VR2161V9E1005766
BC1500	1VR2161V3C1005002	BC1500	1VR2161V3D1005471	BC1500	1VR2161V8E1005788
BC1500	1VR2161V5C1005017	BC1500	1VR2161V0D1005475	BC1500	1VR2161V0E1005798
BC1500	1VR2161V9C1005019	BC1500	1VR2161V6D1005478	BC1500	1VR2161V7E1005801
BC1500	1VR2161V2C1005024	BC1500	1VR2161V8D1005479	BC1500	1VR2161V0E1005851
BC1500	1VR2161V3C1005033	BC1500	1VR2161V8D1005482	BC1500	1VR2161V5E1005859
BC1500	1VR2161V9C1005036	BC1500	1VR2161VXD1005483	BC1500	1VR2161V8E1005869
BC1500	1VR2161V9C1005053	BC1500	1VR2161V9D1005491	BC1500	1VR2161V1E1005888
BC1500	1VR2161VXC1005062	BC1500	1VR2161V6D1005495	BC1500	1VR2161VXE1005890
BC1500	1VR2161V9C1005067	BC1500	1VR2161V2D1005509	BC1500	1VR2161V0E1005901
BC1500	1VR2161VXC1005076	BC1500	1VR2161V5D1005522	BC1500	1VR2161V4E1005903
BC1500	1VR2161V4D1005091	BC1500	1VR2161V1D1005548	BC1500	1VR2161V3E1005911
BC1500	1VR2161V6D1005092	BC1500	1VR2161V5D1005553	BC1500	1VR2161V6E1005918
BC1500	1VR2161V5D1005102	BC1500	1VR2161V7D1005554	BC1500	1VR2161V1E1005924
BC1500	1VR2161V1D1005114	BC1500	1VR2161V2D1005560	BC1500	1VR2161V0E1005932
BC1500	1VR2161V5D1005116	BC1500	1VR2161V7D1005568	BC1500	1VR2161V0E1005946
BC1500	1VR2161V0D1005122	BC1500	1VR2161V3D1005583	BC1500	1VR2161V9E1005959
BC1500	1VR2161V4D1005124	BC1500	1VR2161V7D1005585	BC1500	1VR2161V7E1005975
BC1500	1VR2161V9D1005135	BC1500	1VR2161V0D1005587	BC1500	1VR2161V4E1005996
BC1500	1VR2161V5D1005147	BC1500	1VR2161V4D1005592	BC1500	1VR2161V0E1006000
BC1500	1VR2161V9D1005149	BC1500	1VR2161V8D1005594	BC1500	1VR2161VXE1006005
BC1500	1VR2161V8D1005157	BC1500	1VR2161V5D1005598	BC1500	1VR2161V7E1006012
BC1500	1VR2161V0D1005170	BC1500	1VR2161V1D1005615	BC1500	1VR2161V8E1006018
BC1500	1VR2161V5D1005178	BC1500	1VR2161V8D1005627	BC1500	1VR2161V3E1006024
BC1500	1VR2161V6D1005190	BC1500	1VR2161V1D1005632	BC1500	1VR2161V5E1006025
BC1500	1VR2161V7D1005196	BC1500	1VR2161V2D1005641	BC1500	1VR2161V2E1006029
BC1500	1VR2161V6D1005206	BC1500	1VR2161V8D1005644	BC1500	1VR2161VXE1006036
BC1500	1VR2161V1D1005209	BC1500	1VR2161VXD1005645	BC1500	1VR2161V3E1006041
BC1500	1VR2161V1D1005243	BC1500	1VR2161V1D1005646	BC1500	1VR2161V9E1006058

BC1500 AFFECTED MACHINES - IK01-3961

MODEL	VIN	MODEL	VIN	MODEL	VIN
BC1500	1VR2161V1E1006085	BC1500	1VR2161V0F1006466	BC1500	1VR2161V3G1006771
BC1500	1VR2161V9E1006092	BC1500	1VR2161V4F1006468	BC1500	1VR2161V9G1006788
BC1500	1VR2161V0E1006112	BC1500	1VR2161V4F1006471	BC1500	1VR2161V6G1006795
BC1500	1VR2161V5E1006123	BC1500	1VR2161V1F1006475	BC1500	1VR2161V3G1006804
BC1500	1VR2161V2E1006127	BC1500	1VR2161V3F1006476	BC1500	1VR2161V7G1006806
BC1500	1VR2161V4E1006128	BC1500	1VR2161V4F1006485	BC1500	1VR2181V9G1008004
BC1500	1VR2161V9E1006139	BC1500	1VR2161V6F1006486	BC1500	1VR2181V0G1008005
BC1500	1VR2161V5E1006140	BC1500	1VR2161V8F1006490	BC1500	1VR2181V8G1008009
BC1500	1VR2161V7E1006141	BC1500	1VR2161V0F1006497	BC1500	1VR2181VXG1008030
BC1500	1VR2161V2E1006144	BC1500	1VR2161V7F1006514	BC1500	1VR2181V3G1008032
BC1500	1VR2161V8E1006150	BC1500	1VR2161V8F1006523	BC1500	1VR2181V4G1008038
BC1500	1VR2161V9E1006156	BC1500	1VR2161V5F1006527	BC1500	1VR2181V6G1008042
BC1500	1VR2161V8E1006195	BC1500	1VR2161V7F1006531	BC1500	1VR2181VXG1008044
BC1500	1VR2161V5E1006199	BC1500	1VR2161V8F1006537	BC1500	1VR2181V7G1008051
BC1500	1VR2161V1E1006216	BC1500	1VR2161V5F1006544	BC1500	1VR2181V0G1008070
BC1500	1VR2161V3E1006220	BC1500	1VR2161V2F1006548	BC1500	1VR2181VXG1008075
BC1500	1VR2161V3F1006235	BC1500	1VR2161V5F1006558	BC1500	1VR2181V8G1008088
BC1500	1VR2161V0F1006239	BC1500	1VR2161V2F1006579	BC1500	1VR2181V3G1008094
BC1500	1VR2161V9F1006241	BC1500	1VR2161V0F1006581	BC1500	1VR2181V5G1008095
BC1500	1VR2161V9F1006255	BC1500	1VR2161V4F1006583	BC1500	1VR2181V1G1008109
BC1500	1VR2161V2F1006260	BC1500	1VR2161V1F1006587	BC1500	1VR2181V8G1008110
BC1500	1VR2161V2F1006274	BC1500	1VR2161V4F1006616	BC1500	1VR2181VXG1008111
BC1500	1VR2161V5F1006317	BC1500	1VR2161V5F1006625	BC1500	1VR2181V1G1008112
BC1500	1VR2161V5F1006334	BC1500	1VR2161V0F1006628	BC1500	1VR2181V7G1008115
BC1500	1VR2161V5F1006348	BC1500	1VR2161V3F1006641	BC1500	1VR2181VXG1008142
BC1500	1VR2161V7F1006352	BC1500	1VR2161V7F1006643	BC1500	1VR2181V5G1008145
BC1500	1VR2161V2F1006372	BC1500	1VR2161V9F1006644	BC1500	1VR2181V3G1008158
BC1500	1VR2161V1F1006377	BC1500	1VR2161V2F1006663	BC1500	1VR2181V3G1008161
BC1500	1VR2161V7F1006383	BC1500	1VR2161V8F1006666	BC1500	1VR2181V4G1008184
BC1500	1VR2161V4F1006390	BC1500	1VR2161VXF1006667	BC1500	1VR2181V8G1008186
BC1500	1VR2161V3F1006395	BC1500	1VR2161V0F1006676	BC1500	1VR2181V9G1008200
BC1500	1VR2161V9F1006398	BC1500	1VR2161V6F1006679	BC1500	1VR2181V3G1008211
BC1500	1VR2161V3F1006400	BC1500	1VR2161V5F1006687	BC1500	1VR2161V2G1008219
BC1500	1VR2161V5F1006401	BC1500	1VR2161V5F1006690	BC1500	1VR2161V4G1008223
BC1500	1VR2161V5F1006415	BC1500	1VR2161V7G1006708	BC1500	1VR2181V2G1008233
BC1500	1VR2161V3F1006428	BC1500	1VR2161V9G1006709	BC1500	1VR2181V4G1008234
BC1500	1VR2161V5F1006446	BC1500	1VR2161V2G1006714	BC1500	1VR2181V5G1008243
BC1500	1VR2161V7F1006447	BC1500	1VR2161V4G1006729	BC1500	1VR2181V7G1008258
BC1500	1VR2161V8F1006456	BC1500	1VR2161V0G1006730	BC1500	1VR2181V7G1008275
BC1500	1VR2161VXF1006457	BC1500	1VR2161V2G1006731	BC1500	1VR2181V9G1008276
BC1500	1VR2161V1F1006458	BC1500	1VR2161V6G1006747	BC1500	1VR2181V7G1008292
BC1500	1VR2161VXF1006460	BC1500	1VR2161V8G1006765	BC1500	1VR2181V0G1008294

BC1500 AFFECTED MACHINES - IK01-3961

MODEL	VIN	MODEL	VIN	MODEL	VIN
BC1500	1VR2161V7G1008300	BC1500	1VR2181V6H1008401	BC1500	1VR2162V7H1008507
BC1500	1VR2181V9G1008309	BC1500	1VR2181V9H1008411	BC1500	1VR2162V9H1008508
BC1500	1VR2181V0G1008313	BC1500	1VR2181V1H1008421	BC1500	1VR2161V0H1008592
BC1500	1VR2181V8H1008318	BC1500	1VR2181V4H1008431	BC1500	1VR2181VXH1008692
BC1500	1VR2181V6H1008320	BC1500	1VR2181V6H1008432	BC1500	1VR2181V3H1008727
BC1500	1VR2181V2H1008329	BC1500	1VR2181V1H1008435	BC1500	1VR2181V2J1008854
BC1500	1VR2181V6H1008334	BC1500	1VR2181V0H1008443	BC1500	1VR2181V6J1008856
BC1500	1VR2181VXH1008336	BC1500	1VR2181V4H1008445	BC1500	1VR2181V1K1009396
BC1500	1VR2181V5H1008342	BC1500	1VR2181V1H1008449	BC1500	1VR2181V9K1009551
BC1500	1VR2161V0H1008348	BC1500	1VR2181V1H1008452	BC1500	1VR2181V8K1009587
BC1500	1VR2161V2H1008349	BC1500	1VR2181V0H1008457	BC1500	1VR2181V6K1009670
BC1500	1VR2181V1H1008371	BC1500	1VR2181V8H1008464	BC1500	1VR2181V5K1009708
BC1500	1VR2181V0H1008376	BC1500	1VR2181V1H1008466	BC1500	1VR2181V0L1009973
BC1500	1VR2181V4H1008378	BC1500	1VR2181V3H1008467	BC1500	1VR2181V8L1011020
BC1500	1VR2181V6H1008379	BC1500	1VR2181V5H1008468	BC1500	1VR2181VXL1011021
BC1500	1VR2161VXH1008387	BC1500	1VR2181V7H1008469	BC1500	1VR2181V7L1011039
BC1500	1VR2161V1H1008388	BC1500	1VR2181VXH1008479		
BC1500	1VR2181V1H1008399	BC1500	1VR2181V7H1008486		

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



IMPORTANT
SAFETY
RECALL

First Notice

Brush Chipper Wheel and
Tire Information Kit
(IK00-3961)

Field campaign remedy is now available.

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

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, exists 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.

FIELD REMEDY KIT NOW AVAILABLE

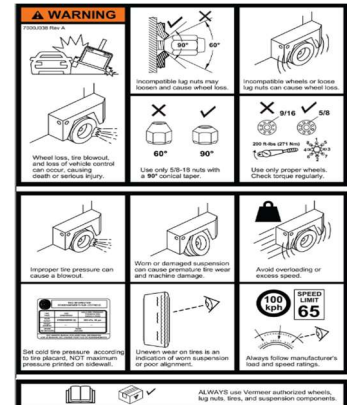
Although your brush chipper did **not** have the defective supplier wheels, new information materials have been developed. **Please contact** your authorized, independent **Vermeer dealer** immediately to arrange a mutually acceptable time and location to install IK00-3961 **at no cost** to you for labor or materials. **IK00-3961** includes the following information materials:

1. New safety sign (shown to the right).
2. New wheel/tire specification decal.
3. Supplemental 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.



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 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

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, exists 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 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.

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 are shown on the top right corner of this letter and the enclosed Wheel Lug Nut Inspection form.



**IMPORTANT
SAFETY
RECALL**

First Notice
**Brush Chipper Wheel and
Tire Information Kit**
Field campaign remedy is now available.

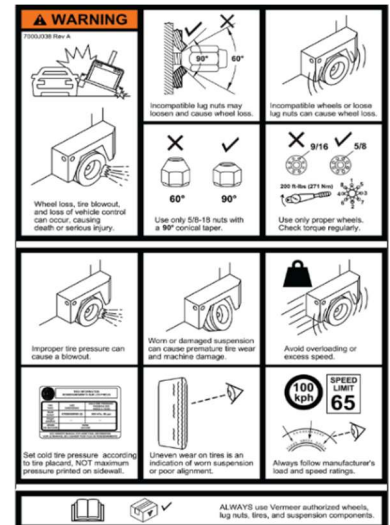
Model: «Model»
This notice applies to your vehicle,
Serial No: «VIN»

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

- a) **Complete and return** the enclosed Wheel Lug Nut Inspection form with photos to: 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 have IK00-3961 installed which contains the following items:
- New safety sign (image shown to the right).
 - New wheel/tire specification decal.
 - Supplemental Operator's/Maintenance Manual.
- This Kit must be installed as soon as possible.**



3) **Has** defective supplier wheels,

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

And,

- b) **Contact your local Vermeer dealer** to install the identified final field campaign remedy for your Model brush chipper as shown below:

Model	Kit *	Wheels	Tires	Wheel/lug nut	Tire load rating
BC1000XL	IK00-3940	Solid Steel 8 on 6½” (165 mm); 5/8” studs	Heavy duty, 235/75R17.5 LRJ (18 ply)	5/8” 90° cone with clamp rings	4410 lb; 85 psi 2000 kg; 590 kPa
BC1200XL	IK00-3941				
BC1500	IK00-3922				

The Kit* includes the wheel/tire assembly described above and:

- New safety sign (image shown to the right above).
- Supplemental Operator's 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 the identified Kit* **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 the temporary wheel solution and until the above field campaign remedy kit for your brush chipper can be installed by your dealer, please continue to **verify the torque** of each lug nut [210 ft-lb (285)] 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).

You must have your machine upgraded for these safety features. If you do not return the Inspection form, Vermeer Corporation will continue to send 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»

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

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 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 Road E
 Pella, IA 50219 USA
 Email: safetyform@vermeer.com
 Telephone: 641-621-7060
 Toll Free: 800-829-0051

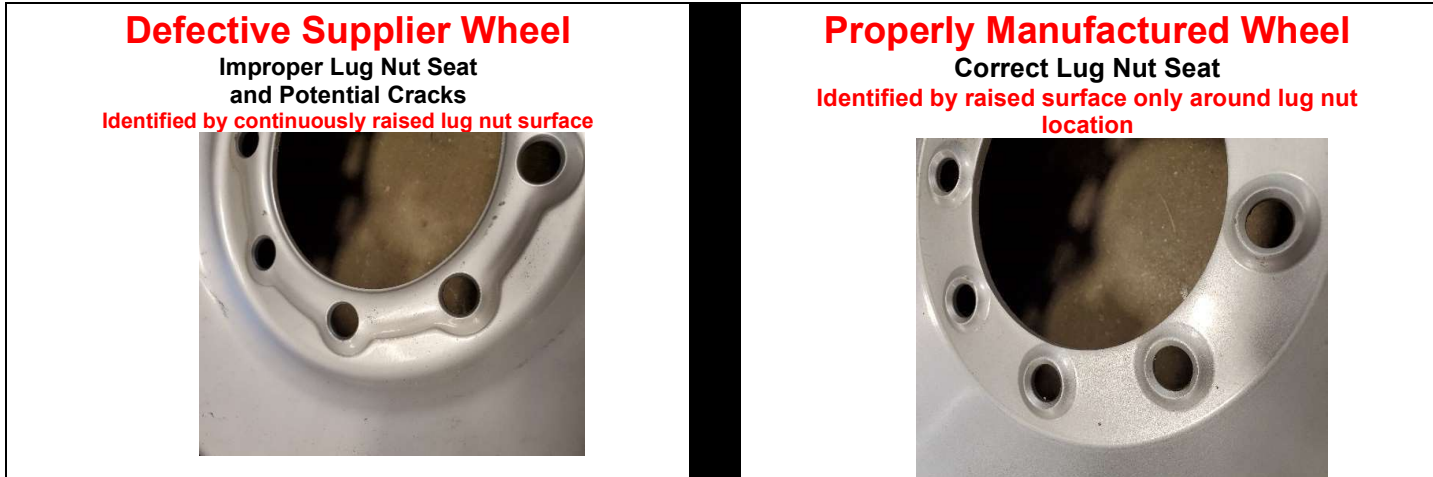


PRODUCT SAFETY RECALL

First Notice

Wheel and Lug Nut Inspection Form

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



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. 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 arrange a time to install the IK00-3961: Brush Chipper Wheel and Tire Information Kit which contains a new safety sign and 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
 - And**
 - b) **Contact your local Vermeer dealer** immediately to arrange a time to install Kit identified below for your specific Model brush chipper:

Model	Kit	Wheels	Tires	Wheel/lug nut	Tire load rating
BC1000XL	IK00-3940	Solid Steel 8 on	Heavy duty,	5/8” 90° cone with clamp rings	4410 lb; 85 psi 2000 kg; 590 kPa
BC1200XL	IK00-3941	6½” (165 mm);	235/75R17.5		
BC1500	IK00-3922	5/8” studs	LRJ (18 ply)		

- 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 above 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 Road E
 Pella, IA 50219 USA
 Email: safetyform@vermeer.com
 Telephone: 641-621-7060
 Toll Free: 800-829-0051

Model:	«Model»
Serial No:	«VIN»



**PRODUCT
SAFETY
RECALL**

First Notice
**Wheel and Lug Nut
Inspection Form**

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

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
		If Defective Wheels are installed, your compensation from Vermeer will be new wheel/tire assemblies	If no defection wheels are installed, your compensation will be a Vermeer Corporation \$50.00 USD Parts Certificate. Please allow 2–4 weeks for processing.

After submitting this Inspection form to Vermeer Corporation at safetyform@vermeer.com, contact your local Vermeer dealer to request installation of the field remedy kit applicable to your brush chipper.

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 correct.
	X

Print name here:	Sign on the line above
------------------	------------------------

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
 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