



SERVICE BULLETIN

Vermeer Corporation

Environmental
Pella, IA 50219 USA

**FIELD CAMPAIGN
SERVICE BULLETIN #**

SVC2020-092

DATE:

16 July 2020

**CAMPAIGN
TYPE:**

Mandatory-Product Safety

DEALER INSTALLATION ONLY

**CAMPAIGN
CATEGORY:**

Kit and Bulletin

| MACHINE / ATTACHMENT MODEL (S) : | Serial Numbers | | Kit Version |
|--|----------------|---|-------------|
| | Included | Excluded | |
| BC1500 | 11056 – 11110 | 11066, 11067, 11069, 11074, 11076 – 11080, 11082, 11090 – 11092, 11097, 11101, 11102, 11107, 11109 | IK01 |

Subject:



**BC1500 Wheel and Tire
Assembly Replacement
Kit (IK00-3966)**

Background:

POSSIBLE LOSS OF WHEEL AND RISK OF CRASH

After April 18, 2020, specific 16" x 8", 8 on 6.5" wheels provided to Vermeer Corporation by a supplier have a manufacturing variance in the lug nut seat height which can cause the lug nuts to loosen.

DEATH OR SERIOUS INJURY POSSIBLE

If lug nuts loosen when towing the brush chipper, the risk of wheel loss and a crash is possible resulting in **death or serious injury**. Property damage may also occur.

Solution:

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

IK00-3966 has been created to provide the necessary parts and instructions to replace the wheel and tire assembly and install a new wheel/tire specification placard decal. **This kit must be installed as soon as possible.**

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 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 NOT 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. **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 IK00-3966, please contact the Environmental Service Department.

REIMBURSEMENT

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

1. Must include photos of destroyed wheels.
2. Must include a copy of the Work Order if travel is requested.

Labor hours to install IK01: **2.0 hours**. Note: Tire disposal is included in the labor hours. No additional reimbursement will be paid.

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

OWNER NOTIFICATION

Sample Letter: Included at the end of this Bulletin is a sample letter which will be sent by Vermeer Corporation directly to the Owners on or about **July 30, 2020**, via USPS certified/registered mail. Owner letters will be translated into the following language:

- French

All translated owner notices will also include English owner notification.

This owner notification/letter instructs the owner **to contact their local dealership** to arrange for a time to have the Kit installed. After receiving IK00-3966 from the Parts Center, you must 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 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:

IK00-3966 Kit Instructions

| | |
|--|---|
| <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>Work Completion Certificate Required</p> <p><input checked="" type="checkbox"/> All Units Listed Above</p> <p><input checked="" type="checkbox"/> Parts <input checked="" type="checkbox"/> Labor Paid (Labor Code: SB20)</p> <p><input type="checkbox"/> Only Units within Standard Limited Warranty Period</p> <p><input type="checkbox"/> No Reimbursement</p> |
|--|---|

| | | | | | | |
|--|--------------------------|----|---------------------------------|-------------------------------------|----|-------------------|
| <p>Internal Reference:</p> <p>TREAD Act Code</p> <p><i>(Choose one or more codes applicable)</i></p> | <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



**IMPORTANT
SAFETY
RECALL**

First Notice
**Wheel and Tire Assembly
Replacement Kit
(IK00-3966)**

VIA USPS CERTIFIED/REGISTERED MAIL

July 30, 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.

Vermeer has decided that a defect, that relates to motor vehicle safety, exists in certain model year 2020 Vermeer «MODEL» brush chipper trailers.

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

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IMMEDIATE MACHINE MODIFICATIONS REQUIRED

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Please contact your authorized, independent **Vermeer dealer** immediately to arrange a mutually acceptable time and location to install IK00-3966 **at no cost** to you for labor or materials. The installation of this kit is estimated at 2 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_Phone»

According to our records, you currently own a Vermeer «MODEL» ^[PRODUCT TYPE]. 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>