



SERVICE BULLETIN

Vermeer Corporation

Environmental
Pella, Iowa 50219 USA

FIELD CAMPAIGN SERVICE BULLETIN #: SVC2021-081

DATE:

6 April 2021

CAMPAIGN
TYPE:

Mandatory – Product Safety
DEALER INSTALLATION ONLY

CAMPAIGN
CATEGORY:

Kit and Bulletin

MACHINE/ ATTACHMENT MODEL(S):	SERIAL NUMBERS:		
	Included	Excluded	Kit version
BC900XL	3568 – 3587	None	IK01

Subject:



Axle Mounting Hardware
Update Kit (IK00-4055)

Background:

Vermeer Corporation has decided that a defect, that relates to motor vehicle safety, exists in certain model year 2021 BC900XL brush chipper trailers.

POSSIBLE LOSS OF WHEEL AND RISK OF CRASH

During manufacturing, axle mounting bolts may not have been properly torqued which may cause loose bolts resulting in loss of stability/swaying and axle loss.

DEATH OR SERIOUS INJURY POSSIBLE

When towing the brush chipper on public roadways, **death or serious injury** may result due to loss of control of the brush chipper and towing vehicle. Property or equipment damage may also occur.

Solution:

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

IK00-4055 has been created to provide the necessary parts and instructions to replace the axle mounting hardware. **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 April 6, 2021, 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 April 19, 2021 at:

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

2. **Dealership orders 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 April 20, **2021**. *Also refer to Owner Notification section below.*

If you have any questions concerning the installation of IK00-4055, please contact the environmental service department.

REIMBURSEMENT

Kit installation. Upon completion of each kit installation, a campaign warranty claim must be submitted to the warranty department for reimbursement of the cost of parts and labor to install the kit. Labor hours to install: 1 hours.

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 April 20, 2021, via USPS certified/registered mail. Owner notice translations will be provided in French. All translated owner notices will also include owner notification in English.

This owner notification/letter instructs the owner **to contact their local dealership** to arrange for a time to have the kit installed. After receiving IK00-4055 from the Parts Distribution Center, you must contact your affected customer(s) immediately and schedule a mutually acceptable time to upgrade their machine.

The required work is for the safety of the towing vehicle occupants and other drivers and passengers on the public roadways. We regret any inconvenience these corrective measures may cause you.

PRODUCT SAFETY DEPARTMENT

Attachment: IK00-4055 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: SB21) <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 applicable codes)</i>	<input type="checkbox"/>	--	Not applicable	<input type="checkbox"/>	12	Exterior lighting
	<input checked="" 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 type="checkbox"/>	20	Wheels
	<input type="checkbox"/>	11	Electrical	<input type="checkbox"/>	21	Trailer hitch



NHTSA SAFETY RECALL NUMBER 21V-119

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

SAMPLE OWNER LETTER



**IMPORTANT
SAFETY
RECALL**

First Notice

**Axle Mounting Hardware
Replacement Kit (IK00-4055)**

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

April 20, 2021

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 decided that a defect, that relates to motor vehicle safety, exists in certain model year 2021 BC900XL brush chipper trailers.

POSSIBLE LOSS OF WHEEL AND RISK OF CRASH

During manufacturing, axle mounting bolts may not have been properly torqued which may cause loose bolts resulting in loss of stability/swaying and axle loss.

DEATH OR SERIOUS INJURY POSSIBLE

When towing the brush chipper on public roadways, **death or serious injury** may result due to loss of control of the brush chipper and towing vehicle. Property or equipment damage may also occur.

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

IK00-4055 has been created to provide the necessary parts and instructions to replace the axle mounting hardware. **The 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 IK00-4055 **at no cost** to you for labor or materials. The installation of this kit is estimated at 1 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»

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.

The required work is for the safety of the towing vehicle occupants and other drivers and passengers on the public roadways. We regret any inconvenience these corrective measures may cause you.

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>



CANADA SAFETY RECALL NUMBER 2021-104

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

SAMPLE OWNER LETTER



**IMPORTANT
SAFETY
RECALL**

First Notice

**Axle Mounting Hardware
Replacement Kit (IK00-4055)**

April 20, 2021

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 Canada Motor Vehicle Safety Act.

Vermeer Corporation has decided that a defect, that relates to motor vehicle safety, exists in certain model year 2021 BC900XL brush chipper trailers.

POSSIBLE LOSS OF WHEEL AND RISK OF CRASH

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«Serv_Dealer_Add1» «Serv_Dealer_Add2»
«Serv_Dealer_City» «Serv_Dealer_St» «Serv_Dealer_Zip»
«SERV_DEALER_COUNTRY»

Telephone: «Serv_Dealer_Phone»

If you no longer own this unit, please notify the product safety department at:

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