



SERVICE BULLETIN

Vermeer Corporation

Environmental
Pella, Iowa 50219 USA

FIELD CAMPAIGN SERVICE BULLETIN #: SVC2021-147

DATE: 7 October 2021

CAMPAIGN
TYPE:

Mandatory – Product Safety
DEALER INSTALLATION ONLY

CAMPAIGN
CATEGORY:

Kit and Bulletin

MACHINE/ ATTACHMENT MODEL(S):	SERIAL NUMBERS:		Kit version
	Included	Excluded	
BC1000XL	34638 – 34666	34646 – 34649, 34654, 34665	IK01
BC1200XL	6043 – 6047	None	IK01
BC900XL	3583 – 3586	None	IK02

Subject:



Discharge Chute
Retainer Block
Replacement Kit
(IK00-4126)

Background:

Vermeer Corporation has decided that a defect that relates to motor vehicle safety exists in certain model year 2021 Vermeer BC900XL, BC1000XL and BC1200XL brush chippers.

POSSIBLE LOSS OF DISCHARGE CHUTE AND RISK OF CRASH

The retainer blocks which secure the discharge chute may not have been properly manufactured, which could result in loose bolts and possible separation of discharge chute from the brush chipper.

DEATH OR SERIOUS INJURY

When towing the brush chipper on public roadways, **death or serious injury** may result if discharge chute becomes separated from the brush chipper and strikes another vehicle or pedestrian on the roadway. While operating the brush chipper

on jobsites, crew member(s) may be injured if struck by the discharge chute. Property or equipment damage may also occur.

Solution:

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

IK00-4126 has been created to provide the necessary parts and instructions to replace the discharge chute retainer block. **The 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 October 7, 2021, to dealerships shown in our records which have units in their territory affected by this recall. 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 October 20, 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(s). **Note:** Letters will be sent to the customer(s) on or about **October 21, 2021**. *Also refer to Owner Notification section below.*

If you have any questions concerning the installation of IK00-4126, 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 hour.

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 October 21st, 2021, via USPS certified/registered mail. 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 IK00-4126 from the Parts Distribution Center, you must contact your affected customer(s) immediately and schedule a mutually acceptable time to upgrade their machine(s).

We regret any inconvenience these corrective measures may cause you. This required work is for the safety of the crew members, other drivers and passengers on public roadways, and pedestrians.

PRODUCT SAFETY DEPARTMENT

Attachment: IK00-4126 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><input type="checkbox"/> Product Compliance</p> <p><input checked="" type="checkbox"/> All units listed above with less than N/A hours or warranty start date in the last N/A months</p> <p><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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<p>Internal reference:</p> <p>TREAD Act Code</p> <p><i>(Choose one or more applicable codes)</i></p>	<input checked="" 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 type="checkbox"/>	20	Wheels
	<input type="checkbox"/>	11	Electrical	<input type="checkbox"/>	21	Trailer hitch

Dealer Distribution:

Domestic

International

Both



NHTSA SAFETY RECALL NUMBER 21V-674

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

SAMPLE
OWNER
LETTER



**IMPORTANT
SAFETY
RECALL**

First Notice

**Discharge Chute Retainer
Block Replacement Kit
(IK00-4126)**

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

October 21, 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 has decided that a defect that relates to motor vehicle safety exists in certain model year 2021 Vermeer «MODEL» brush chippers. According to our records, you currently own a Vermeer «MODEL» brush chipper. The model and serial number are shown at the top center of this letter.

POSSIBLE LOSS OF DISCHARGE CHUTE AND RISK OF CRASH

The retainer blocks which secure the discharge chute may not have been properly manufactured, which could result in loose bolts and possible separation of discharge chute from the brush chipper.

DEATH OR SERIOUS INJURY

When towing the brush chipper on public roadways, **death or serious injury** may result if discharge chute becomes separated from the brush chipper and strikes another vehicle or pedestrian on the roadway. While operating the brush chipper on jobsites, crew member(s) may be injured if struck by the discharge chute. Property or equipment damage may also occur.

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

IK00-4126 has been created to provide the necessary parts and instructions to replace the discharge chute retainer block. **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 IK00-4126 **at no cost** to you for labor or materials. The installation of this kit is estimated at 1 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»

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

Email: 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 members, other drivers and passengers on public roadways and pedestrians.

Regards,

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 <https://www.safercar.gov>