



SERVICE BULLETIN

Vermeer Corporation

Environmental
Pella, IA 50219 USA

FIELD CAMPAIGN
SERVICE BULLETIN # SVC2020-016

DATE: 12 December 2019

CAMPAIGN TYPE: Mandatory-Product Safety

CAMPAIGN CATEGORY: Kit and Bulletin

Subject:



**PRODUCT
SAFETY
RECALL**

SECOND NOTICE

Side Reflector
Installation Kit
(IK00-3221)

MACHINE / ATTACHMENT MODEL (S) :	Serial Numbers		
	Included	Excluded (factory installed kits)	Kit Version
BC1000XL	11001 – 12028, 15001 – 22920	20778, 22544, 22561, 22564, 22567, 22690, 22700, 22701, 22703–22706, 22709–22723, 22725–22729, 22731–22734, 22736, 22737, 22740, 22741, 22743, 22746, 22747, 22749, 22751–22756, 22767, 22768, 22771, 22772, 22774, 22775, 22777, 22779–22784, 22788–22793, 22795, 22796, 22798–22806, 22809, 22816–22840, 22849, 22850, 22853, 22856, 22859, 22863–22869, 22872–22879, 22881, 22883–22887, 22894–22896, 22898, 22899, 22904, 22906, 22911, 22912	IK01
BC1200XL	101 – 492, 1001 – 1570	1548, 1553, 1555–1559, 1561–1563, 1565–1569	IK01
BC1800XL	101 – 1698, 2001 – 3291, 4001 – 4801, 6001 – 6004	4788	IK01
BC600XL	101 - 5346	None	IK02
BC700XL	101 – 1041	938, 946–948, 950, 952–958, 960, 970–992, 994–1021, 1026–1032, 1035, 1039, 1041	IK02
BC900XL	101 – 544, 2001 – 2072	2042, 2061, 2063, 2065, 2067, 2071, 2072	IK02
SC602	101 – 471, 2000 – 2122	None	IK03
SC802	200 – 412, 1001 – 1339, 2001 – 2049	None	IK03

****Units without LED side markers and units outside the United States, Canada and Mexico with LED side markers are excluded, but are not listed in the listing of excluded serial numbers above due to the large quantity****

Background:

SIDE REFLECTOR MISSING

In November 2015, a notice regarding the above-referenced Product Safety Alert was sent to unit owners. We have not received confirmation that all the units have been updated.

During manufacturing, the side marker light installed did not contain a reflective material as required by governmental regulation FMVSS 108 for United States, Canada and Mexico.

DEATH OR SERIOUS INJURY POSSIBLE

When towing the machine on public roadways at night or during limited sunlight, **death or serious injury** is possible if the side of the machine is not seen by drivers of other vehicles and another vehicle strikes the machine. Property or equipment damages may also occur.

Reference: Service Bulletin SVC2015-208, First Notice for this Product Safety Alert.

Solution:

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

IK00-3221 has been created to provide the necessary parts and instructions **for the owner** to install reflectors on the sides of the machine. **The owners will be instructed to install the reflectors as soon as possible.**

**DEALER PARTICIPATION
REVIEW REPORT**

1. **Reports will be emailed** during the week of December 12, 2019, 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 IK00-3221 has not been installed according to Work Completion Certificates received by the Product Safety Department, the report will indicate "OPEN". Please verify your records to determine if the Kit was dealer installed. If dealer installed, please submit a Work Completion Certificate to Product Safety Department to confirm installation and request labor reimbursement prior to the owner mailing referenced below.

The accuracy of the owners and addresses are important as this information will be used to send the kits to the owners listed on this report.

If the information contained in the report is NOT correct, please notify the Product Safety Department on or before December 19, 2019 at:

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

Do not order kits as they will be sent directly to the owners to install. If the report does not show an owner, the kit will be sent to the dealership for installation.

If you have any questions concerning the installation of IK00-3221, please contact the Environmental Service Department.

REIMBURSEMENT

Owner reimbursement: Upon installation of IK00-3221, the following will occur:

- As directed in the letter to owner, complete and return an Owner Work Completion Certificate to Product Safety Department;
- Upon receipt of the completed Owner Work Completion Certificate, Product Safety Department will mail to the owner a PARTS CERTIFICATE for \$25.00USD to be redeemed at Vermeer dealerships.

When a Parts Certificate has been redeemed at the dealership, an iWarranty claim will need to be submitted using a standard warranty claim type referencing the Model and VIN, and attaching a copy of the Parts Certificate.

Dealer reimbursement: Upon completion of each Kit installation performed by a dealer, a Warranty Claim must be submitted to the Corporate Warranty Department for reimbursement of the cost of the kit.

This kit will reimburse 0.25 hours of labor.

An Owner Work Completion Certificate is attached below. **Note:** *Future notices to owners are dependent upon the receipt of Work Completion Certificates by Product Safety Department for retail owner units or claims filed for dealer owned units.*

OWNER NOTIFICATION

Sample Letters: Included at the end of this Bulletin are sample letters which will be sent by Vermeer Corporation directly to the Owners on or about **January 9, 2020**, via USPS certified/registered mail. The letter will include:

1. Reflectors in the quantity necessary for their model of brush chipper or stump cutter
2. Kit Instructions;
3. Owner Work Completion Certificate.

The owner notification and kit instructions will be translated into:

- French
- Spanish

All translated materials will also include English.

The letter instructs the owner to install the included reflectors as instructed in the kit instructions and return the completed Owner Work Completion Certificate to Product Safety in order to receive a \$25.00USD Parts Certificate redeemable for any part at their local Vermeer dealer.

We regret any inconvenience that these corrective measures may cause you. This required work is for safety of the crew, the towing vehicle occupants and others travelling the public roadways. We hope you agree that the safety benefits surpass the inconvenience.

PRODUCT SAFETY DEPARTMENT

Attachment:

IK00-3221 Kit Instructions
First Notice SVC2015-208

Completion Schedule: <input checked="" type="checkbox"/> Product Safety Alert: Install immediately <input type="checkbox"/> 90 days from date of this Bulletin <input type="checkbox"/> 180 days from date of this Bulletin <input type="checkbox"/> 1 year from date of this Bulletin <input type="checkbox"/> Only Units within Standard Limited Warranty Period <input type="checkbox"/> N/A	Reimbursement: <input checked="" type="checkbox"/> Product Safety Alert: Work Completion Certificate Required <input checked="" type="checkbox"/> All Units Listed Above <input 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 checked="" 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

Return completed Work Completion Certificate for labor credit to:
Product Safety Department: ATTACH to iWarranty Campaign Claim
FAX: 641-621-8562
EMAIL: productsafety@vermeer.com

OWNER WORK COMPLETION CERTIFICATE IK00-3221: Side Reflector Installation Kit Second Notice		<i>For Dealer Use:</i> <i>Warranty Claim #</i>	
17-Digit Serial Number is required			
<input type="checkbox"/> BC600XL	<input type="checkbox"/> BC900XL	<input type="checkbox"/> BC1200XL	<input type="checkbox"/> SC602
<input type="checkbox"/> BC700XL	<input type="checkbox"/> BC1000XL	<input type="checkbox"/> BC1800XL	<input type="checkbox"/> SC802

As owner, or owner's representative, I have properly installed the parts according to the Kit's written instructions and am returning this Certificate with the understanding that I will receive a \$25.00USD Parts Certificate for reimbursement for labor from Vermeer Corporation.			
Date Work Completed:			
Work Completed By:			
<i>(Enter Installer's Name, Company's Name & Address)</i>			
Installer's Signature:		X	Phone #:
<i>(Name of Installer's Company, Address, and Signature Required)</i>			
Unit Owner's Name:			
Unit Owner's Address:			
<i>(Name of Owner's Company and Address)</i>			

Sample Owner Letter

January 9, 2020

VIA USPS MAIL

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 November 2015, a notice was sent to owners concerning the above-referenced product safety update. A copy of the First Notice is included for your reference. To read more about this potential safety hazard, please read a copy of the letter enclosed. **Note: If Vermeer learned of your ownership after the mailing of the First Notice, this will be your First Notice.**

Vermeer has decided that a defect, that relates to motor vehicle safety, exists in certain model year 2003-2016 Vermeer «MODEL».

Our records indicate that the product safety update **may not** have been installed on your Vermeer Brush Chipper/Stump Cutter.

SIDE REFLECTOR MISSING

During manufacturing, the side marker light installed on the above-identified machine did not contain a reflective material as required by governmental regulation FMVSS 108 for United States, Canada and Mexico.

DEATH OR SERIOUS INJURY POSSIBLE

When towing the machine on public roadways at night or during limited sunlight, **death or serious injury** is possible if the side of the machine is not seen by drivers of other vehicles and another vehicle strikes the machine. Property or equipment damage may also occur.

IMMEDIATE MACHINE MODIFICATION REQUIRED

IK00-3221 has been created to provide the necessary parts and instructions for the owner to install reflectors on the sides of the machine. **These reflectors must be installed as soon as possible.**

	IMPORTANT SAFETY RECALL
Second Notice Side Reflector Installation Kit (IK00-3221)	

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

Below are photos of a similar machine's side where the reflectors are to be installed. The quantity of reflectors vary by the Model and product type. Please see the enclosed kit instructions for proper installation of these reflectors on your machine.

BRUSH CHIPPER



STUMP CUTTER



To compensate you for your time in installing the reflectors, please complete and return the self-addressed, pre-paid Work Completion Certificate either by US Mail, email: productsafety@vermeer.com or fax: 641.621.8562. Upon receipt of the completed Work Completion Certificate indicating that the reflectors have properly been installed, Vermeer will mail the owner a **\$25.00USD PARTS CERTIFICATE** redeemable for any parts at your local Vermeer dealer. **You must install the enclosed reflectors to upgrade your machine with these safety features.**

According to our records, you currently own a Vermeer «MODEL» Brush Chipper/Stump Cutter. 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 that these corrective measures may cause you. This required work is for safety of the crew, the towing vehicle occupants and others travelling the public roadways. We hope 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>

Enclosure: First notice SVC2015-2018 Owner Notification Letter

Sample Dealer Letter

January 9, 2020

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