



SERVICE BULLETIN

Vermeer MV Solutions, Inc.

Trenchless
Piedmont, South Carolina 29673 USA

FIELD CAMPAIGN SERVICE BULLETIN #: SMV2023-011 DATE: 14 February 2023

CAMPAIGN TYPE:	Mandatory – Product Safety
CAMPAIGN CATEGORY:	Bulletin Only Revision 2: 1. The kit instructions and bulletin are being revised to advise the dealership if the machine had a scissors jack to contact product safety at productsafety@vermeer.com . 2. Dealer reports will be sent on December 22, 2022. 3. No owner notifications will be sent to registered owners. The remainder of this bulletin is provided for reference as originally published on December 06, 2019.
	Revision 1: Kit instructions have been revised to: <ul style="list-style-type: none"> • Correct gusset locations shown in step 17, page 12. • Added instructions for disconnecting and reconnecting water tank plumbing in steps 6-9 and 33-35. • Bom updated to include items 7-9 in figure 1 on page 27.

MACHINE/ ATTACHMENT MODEL(S):	SERIAL NUMBERS:		Kit Version
	Included	Excluded	
LP873SDT	See attached listing on pages 6-9 of this Bulletin for specific VIN and Serial/Unit numbers	N/A	VVK01
LP873SGT			
LP873XDT			
LPSDT			
LPSGT			
LPXDT			
MC873SDT			
MINICOMBO			

SUBJECT:



Axle Relocation Kit
(VVK000002 Rev. 2)

BACKGROUND:

In December 2019 and June 2021, owner notifications were sent regarding the above-referenced product safety recall. We have not received confirmation that all the machines have been updated.

VACUUM EXCAVATOR SIDE-TO-SIDE SWAY POSSIBLE

While towing a vacuum excavator with a loaded debris tank and at highway speeds greater than 40 mph (64 km/h), the vacuum excavator may cause unpredictable side-to-side swaying behind the towing vehicle.

DEATH OR SERIOUS INJURY

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

Reference: Service bulletin SVV2020-003 Rev. 2 first notice and service bulletin SMV2021-007 second notice for this product safety recall.

SOLUTION:

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

VVK0002 has been created to provide the necessary parts and instructions to relocate the axle(s) rearward to redistribute the weight. **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 unless 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 February 14, 2023, to dealerships shown in our records which have units in their territory affected by this recall. Please review the report for accuracy, including:
 - **Kit installation status.** If VVK000002 has **not** been installed, the report will indicate status of **open**. Please verify your records to determine if the kit has been installed. If installed, please file a claim to confirm installation and request labor reimbursement prior to the owner letter notification mailing date referenced below.
 - **Owner/address information.** If data shown on the report is **not** accurate, submit an equipment registration or business partner update in

iWarranty and notify the product safety department on or before **February 27, 2023**, at productsafety@vermeer.com.

2. **Review kits in dealer inventory.** Prior to ordering kits from Vermeer MV Solutions – Florida, check your inventory to determine if you have VVK000002 in stock. Order kits by calling Vermeer MV Solutions – Florida at **888-822-8766** as needed. **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 customers on or about February 28, 2023. *Also refer to Owner Notification section below.*

If you have any questions concerning the installation of VVK000002, please contact the Vermeer MV Solutions – Florida service department.

REIMBURSEMENT

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: 18 hour(s).

Travel will be paid up to \$200 (\$1 per mile with a \$200 max round trip) with copy of work order attached for retailed machines not in dealer inventory. If dealer repairs more than one machine at same location on one trip, travel will only be paid on one of the models/VINs.

Note: Future notices to dealers and owners are dependent upon the receipt of warranty claims.

OWNER NOTIFICATION

Included at the end of this bulletin is a **sample owner letter** which will be sent by Vermeer Corporation directly to the owners on or about February 28, 2023. Owner registrations indicate no translations are required for this campaign. The owner letter will only be available 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 VVK000002 from Vermeer MV Solutions – Florida, you **must contact your affected customer(s) immediately** and schedule a mutually acceptable time to upgrade their machine(s).

We regret any inconvenience that these corrective measures may cause you. This required work is for safety of the crew, the towing vehicle driver and occupants, as well as others traveling on public roadways or in the immediate area while being towed. We hope you agree that the safety benefits surpass the inconvenience.

VERMEER MV SOLUTIONS, INC.

Attachments:

VVK000002 Rev. 2 Kit instructions
SVV2020-003 Rev. 2 First notice

<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 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>
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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

AFFECTED MACHINES – VVK01-0002

MODEL	VIN	SERIAL/UNIT	MODEL	VIN	SERIAL/UNIT
LP873SGT	REDACTED	151172	LP873SGT	REDACTED	161333
LP873SDT		151269	MC873SDT		161336
LP873SDT		151272	LP873SDT		161352
LP873SDT		151273	LP873SDT		171010
LP873SDT		151274	LP873SDT		171011
LP873SDT		151277	LP873SDT		171012
LP873SDT		161018	LP873SDT		171013
LP873SDT		161019	LP873SDT		171014
LP873SDT		161020	LP873SDT		171032
LP873SDT		161021	LP873SDT		171033
LP873SDT		161036	MC873SDT		171038
LP873SDT		161042	LP873SDT		171077
LP873SDT		161043	LP873SDT		171084
LP873SDT		161044	LP873XDT		171089
LP873SGT		161047	LP873SDT		171092
LP873XDT		161051	LP873SDT		171093
LP873SDT		161064	LP873SDT		171104
LP873SDT		161065	LP873SDT		171119
LP873SDT		161077	MC873SDT		171143
MC873SDT		161083	LP873SDT		171159
LP873XDT		161108	LP873SDT		171161
MC873SDT		161113	LP873SDT		171162
LP873SDT		161115	LP873SDT		171170
LP873SDT		161116	LP873SDT		171178
LP873SDT		161182	LP873SDT		171179
LP873SDT		161185	LP873SDT		171187
LP873SDT		161188	LP873SDT		171193
LP873SDT		161189	LP873SDT		171194
LP873SDT		161204	LP873SDT		171195
LP873SDT		161243	LP873SDT		171196
LP873SGT		161244	LP873SDT		171230
LP873SGT		161245	LP873SDT		171231
LP873SGT		161263	LP873SGT		171233
LP873SGT		161275	LP873SDT		171234
LP873SGT		161276	LP873SDT		171235
LP873SDT		161280	LP873SDT		171269
LP873SGT		161282	LP873SGT		171293
LP873SGT		161296	LP873SDT		171303
MC873SDT		161331	LP873SDT		171315

AFFECTED MACHINES – VVK01-0002

MODEL	VIN	SERIAL/UNIT	MODEL	VIN	SERIAL/UNIT
LP873SDT	REDACTED	171323	LP873XDT	REDACTED	181218
LP873SDT		171340	LP873SDT		181233
LP873SDT		171341	MC873SDT		181247
LP873SDT		171352	LP873SDT		181249
LP873SDT		171363	LP873SDT		181253
LP873SDT		171364	LP873SDT		181257
MC873SDT		171423	MC873SDT		181259
MC873SDT		171423	LP873SDT		181279
LP873SDT		171424	LP873SDT		181282
LP873XDT		171438	LP873SDT		181283
LP873SGT		171442	LP873SDT		181291
LP873SDT		171490	LP873SDT		181293
LP873SDT		171495	LP873SDT		181294
LP873SDT		171499	LP873SDT		181295
LP873SDT		171503	LP873SGT		181295
LP873SDT		171528	LP873SDT		181296
LP873SDT		171529	LP873SDT		181298
LP873SDT		171556	LP873SDT		181299
LP873SDT		171559	LP873SDT		181302
LP873SDT		171569	LP873SDT		181303
LP873SDT		181043	LP873SDT		181310
MC873SDT		181049	LP873SDT		181311
LP873SDT		181058	LP873SDT		181312
LP873SDT		181059	LP873SDT		181313
LP873SDT		181063	LP873SDT		181314
LP873SDT		181064	LP873SDT		181323
MC873SDT		181074	LP873SDT		181324
MC873SDT		181092	LP873SDT		181325
LP873SDT		181094	LP873SDT		181334
LP873SDT		181109	LP873SDT		181377
LP873SDT		181138	LP873SDT		181380
LP873SDT		181173	LP873SDT		181385
MC873SDT		181185	LP873SDT		181386
LP873SDT		181191	MC873SDT		181387
LP873SDT		181194	LP873SDT		181395
LP873SDT		181195	LP873SDT		181400
LP873SDT		181206	LP873SDT		181401
LP873SDT		181217	LP873SDT		181436
			LP873SDT		181437

AFFECTED MACHINES – VVK01-0002

MODEL	VIN	SERIAL/UNIT	MODEL	VIN	SERIAL/UNIT
LP873SDT	REDACTED	181438	LP873SDT	REDACTED	181644
LP873SDT		181453	LP873SDT		181652
MC873SDT		181474	LP873SDT		181655
LP873SDT		181475	LP873SDT		181656
LP873SDT		181477	LP873SDT		181657
LP873SDT		181478	MC873SDT		181658
LP873SDT		181479	LP873SDT		181671
LP873SDT		181480	LP873SDT		181672
LP873SDT		181481	LP873SDT		181673
LP873SDT		181482	LP873SDT		181674
LP873SDT		181483	LP873SDT		181675
LP873SDT		181484	LP873SDT		191001
LP873SDT		181485	LP873SDT		191022
LP873SDT		181487	LP873SDT		191031
LP873SDT		181488	LP873SDT		191032
LP873SDT		181489	LP873SDT		191051
LP873SDT		181490	LP873SDT		191062
MC873SDT		181499	LP873SDT		191077
LP873SDT		181506	LP873SDT		191078
LP873SDT		181507	LP873SDT		191079
LP873SDT		181508	LP873SDT		191080
LP873SDT		181509	LP873SDT		191081
MC873SDT		181514	LP873SDT		191082
LP873SDT		181527	LP873SDT		191126
LP873SDT		181528	LP873SDT		191132
MC873SDT		181550	LP873SDT		191135
LP873SDT		181552	LP873SDT		191140
LP873SDT		181560	LP873SDT		191145
LP873SDT		181562	LPSDT		191150
LP873SDT		181579	LPSDT		191151
LP873SDT		181580	LP873SDT		191156
LP873SDT		181581	LP873SDT		191157
LP873SDT		181582	LP873SDT		191158
LP873SDT		181585	LP873SDT		191211
LP873SDT		181586	LPSDT		191279
LP873SDT		181587	LPSDT		191297
LP873SDT		181595	LPSGT		191307
LP873SDT		181596	LPSGT		191308
LP873SGT		181630	LPSGT		191309

AFFECTED MACHINES – VVK01-0002

MODEL	VIN	SERIAL/UNIT
LPSGT	REDACTED	191310
LPSGT		191335
LPSDT		191341
LPSDT		191342
LPSDT		191346
LPSDT		191381
LPSDT		191382
LPSDT		191383
LPSDT		191384
LPSDT		191391
LPSGT		191392
LPSDT		191399
LPXDT		191402
LPXDT		191403
LPSDT		191404
LPSDT		191405
LPXDT		191426
LPXDT		191463
MINICOMBO		191560
MINICOMBO		191603
LPSGT	191679	
LPXDT	191714	
LPXDT	191724	
LPXDT	191736	
LP873XDT	191764	
LP873XDT	191765	



NHTSA SAFETY RECALL NUMBER 19V-751

VERMEER MV SOLUTIONS, INC.

Administered by:

Product Safety Department

Vermeer Corporation

1210 Vermeer Rd East

Pella, Iowa 50219 USA

productsafety@vermeer.com

SAMPLE
OWNER
LETTER



**PRODUCT
SAFETY
RECALL**

Final Notice
Axle Relocation Kit
(VVK000002)

February 28, 2023

Model: «Model»
This notice applies to your vehicle,
Serial #: «SerialN»

Unit No: «Unit No»

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 December 2019 and June 2021, owner notifications were sent regarding the above-referenced product safety recall. We have not received confirmation that all the machines have been updated. To read more about this potential safety hazard, a copy of the first notice is included for your reference. **Note: If Vermeer learned of your ownership after mailing of the first notice, this will be your first notice.** Vermeer Corporation is administering this field recall on behalf of Vermeer MV Solutions, Inc.

Vermeer has decided that a defect, that relates to motor vehicle safety, exists in certain model year 2015-2019 Vac-Tron «MODEL».

Our records indicate that the product safety update **may not** have been installed on your Vermeer «Model» vacuum excavator.

If the kit has **not been installed**, please contact your independent, authorized **Vermeer dealership** immediately to arrange a mutually acceptable time and location to have your machine upgraded **at no cost** to you for labor or materials. The installation of this kit is estimated at 18 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 the kit has **been installed**, please contact the product safety department using the contact methods below.

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. *Note: The model and serial number is shown at the top center of this letter.*

We regret any inconvenience that these corrective measures may cause you. This required work is for safety of the towing vehicle driver and occupants as well as others traveling on public roadways or in the immediate area while being towed. We hope you agree that the safety benefits surpass the inconvenience.

Regards,
PRODUCT SAFETY DEPARTMENT

Enclosure: First notice owner letter – December 20, 2019

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>.