

Vermeer MV Solutions, Inc.

Trenchless
Piedmont, South Carolina 29673 USA

FIELD CAMPAIGN SERVICE BULLETIN #: SMV2025-016

DATE: 2025 June 19

CAMPAIGN
TYPE:

Mandatory-Product Safety
DEALER INSTALLATION ONLY

CAMPAIGN
CATEGORY:

Bulletin Only

MACHINE/ ATTACHMENT MODEL(S):	SERIAL NUMBERS:		Kit version
	Included	Excluded	
2015 LP873SDT Heavy	2170 – 2180	None	VVK01
2016 LP873SDT Heavy	2103 – 2190		
2017 LP873SDT Heavy	2102 – 2353		
2018 LP873SDT Heavy	2101 – 2380		
2019 LP873SDT Heavy	2109 – 2378		
2019 LPSDT Heavy	2024 – 2084		

FOR COMPLETE LIST OF UNITS SEE PAGES 5 – 7

Subject:



On-Highway Safety
Component
Enhancement Kit
(VVK000001)

Background:

In August 2019 and July 2022, owner notifications were sent regarding the above-referenced product safety recall. We have not received confirmation that all the machines have been updated.

Vermeer MV Solutions, Inc. has decided that a defect that relates to motor vehicle safety exists in certain model year 2015-2019 Vac-Tron LP873SDT/LPSDT Heavy vacuum excavator.

ON-HIGHWAY SAFETY COMPONENT ENHANCEMENTS

As you know, Vermeer recently acquired Vac-Tron Equipment, LLC. As part of the acquisition, Vermeer assisted Vac-Tron in reevaluating the design of Model LP873SDT/LPSDT heavy vacuum excavator. The design reevaluation identified required upgrades to the on-highway safety components, including adding or changing marker lights, reflectors, conspicuity tape and adding an extension to the rear of the chassis. These upgrades are required by Federal Motor Vehicle Safety Standard (FMVSS) governmental regulation 108 and 224 for the United States, Canada and Mexico.

DEATH OR SERIOUS INJURY POSSIBLE

When towing the vacuum excavator on public roadways, **death or serious injury** may result:

- If another vehicle strikes the rear of the vacuum excavator causing the other vehicle to travel under the rear of the vacuum excavator. To reduce the potential of this occurring, a rear chassis extension is being added.
- If driver(s) of other vehicle(s) do not see the vacuum excavator at night or during limited sunlight and strike the vacuum excavator. To reduce the potential of this occurring, additional making lights, reflectors and conspicuity tape are being added.

Property or equipment damage may also occur.

Reference: Service bulletin SVV2019-001 first notice and service bulletin SMV2022-010 second notice for this product safety recall.

Solution:

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

VVK000001 has been created to provide the necessary parts and instructions to install marker lights, reflectors, conspicuity tape and a lower chassis extension on the rear of the machine. **This kit must be installed as soon as possible.**

As stated above a new rear extension will be added to the vacuum excavators. Care has been given in the design of this new trailer extension to ensure that it does not interfere with the operation of the opening the door before dumping. Below is an excerpt from the vacuum excavator's Operator's Manual which provides steps for proper operation. When discussing this upgrade with your customer, please ensure that they understand the proper operation, so the door does not strike the trailer extension.

DUMPING INSTRUCTIONS



WARNING: Confined space will cause suffocation. Use proper confined space procedures for entering, or stay out of collection tank.



WARNING: Pinch points can result in serious crushing injuries. Keep hands and feet away from pinch points.

Step 1: Park at appropriate dumping site and OPEN *Dump Valve* (1) to drain liquid spoil.

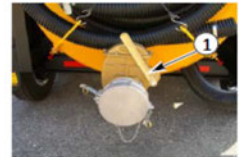
NOTE: Open rear door BEFORE tank is raised.

Step 2: Push "UNLOCK" button (4) to fully unlock rear door.

IMPORTANT: Unlock completely BEFORE opening rear door.

Step 3: Push "OPEN" button (5) to fully open the rear door.

Step 4: Push "RAISE" button (7) to fully raise tank.



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.

Vermeer Corporation is administering this product safety alert on behalf of Vermeer MV Solutions, Inc.

DEALER PARTICIPATION REVIEW REPORT, ORDER KITS, CONTACT CUSTOMERS

1. **Reports** will be emailed during the week of June 19, 2025, 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 VVK000001 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 **July 2, 2025**, at productsafety@vermeer.com.
2. **Review kits in dealer inventory.** Prior to ordering kits from the Parts Distribution Center, check your inventory to determine if you have VVK0001 in stock. Enter kit orders in EzParts 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(s). **Note:** Letters will be sent to the customer(s) on or about **July 3, 2025**. *Also refer to Owner Notification section below.*

If you have any questions concerning the installation of VVK000001, please contact Vermeer MV Solutions – Florida service department Vermeer Corporation is assisting Vac-Tron with the administration of this campaign.

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: 4 hours.

Travel will be paid up to \$200 (\$1 per mile with a \$200 ax 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 model/VINs.

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 on behalf of Vermeer MV Solutions directly to the owners on or about July 3, 2025, via USPS certified/registered mail.

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 VVK000001 from Vermeer MV Solutions, 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 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 the safety benefits surpass the inconvenience.

VERMEER MV SOLUTIONS, INC.

Attachment:

VVK000001 Kit Instructions
SVV2019-001Rev.1 Service Bulletin

<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 __ hours or warranty start date in the last __ months</p> <p style="padding-left: 20px;"><input checked="" type="checkbox"/> Parts <input checked="" type="checkbox"/> Labor paid (Labor code: SB19)</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 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

NHTSA SAFETY RECALL NUMBER 19V-442

SAMPLE
OWNER
LETTER



July 3, 2025

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 U.S. National Traffic and Motor Vehicle Safety Act.

In August 2019 and July 2022, 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 MV Solutions 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 4 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. The required work is for the safety of the 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 the safety benefits surpass the inconvenience.

Regards,

PRODUCT SAFETY DEPARTMENT

Enclosure: First notice owner letter – August 8, 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 <https://www.safercar.gov>

Transport Canada Recall 2019-370

SAMPLE
OWNER
LETTER



**IMPORTANT
SAFETY
RECALL**

Final Notice
**Safety Enhancement Kit
(VVK000001)**

Model: «Model»

This notice applies to your vehicle,

Serial No: «VIN»

July 3, 2025

Dear «MODEL» owner:

This notice is sent to you in accordance with the requirements of the Canada Motor Vehicle Safety Act.

In August 2019 and July 2022, 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.**

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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»

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Enclosure: First notice owner letter – August 8, 2019