



SERVICE BULLETIN

Vermeer MV Solutions, Inc.

Trenchless
Peidmont, South Carolina 29673 USA

**FIELD CAMPAIGN
SERVICE BULLETIN #**

SVV2019-001 Rev. 1

DATE: 22 December 2022

**CAMPAIGN
TYPE:**

Mandatory – Product Safety

**CAMPAIGN
CATEGORY:**

Kit and Bulletin

Revision 1:

1. The kit instructions and bulletin are being revised to added note and image to identify the scissor lift and 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 August 01, 2019.

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 Rev. 1)

Background:

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 marking lights, reflectors and conspicuity tape are being added.

Property or equipment damage may also occur.

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.

DEALER PARTICIPATION

REVIEW REPORT, ORDER KITS, CONTACT CUSTOMERS

1. **Reports will be emailed** by Vermeer Corporation on behalf of VacTron during the week of August 1, 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 the information contained in the report is NOT correct, please notify the Vermeer Corporation's Product Safety Department on or before August 6, 2019, at:

Telephone: 641-621-7060

Fax: 641-621-7739

Email: productsafety@vermeer.com

2. **Dealerships Order Kits** by **calling VacTron at 888-822-8766**. 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 **August 8, 2019**. *Also refer to Owner Notification section below.*

If you have any questions concerning the installation of VVK000001, please contact the VacTron Service Department.

REIMBURSEMENT

FOR THIS PRODUCT SAFETY KIT INSTALLATION ONLY

Upon completion of each Kit installation, a Warranty Claim must be submitted to Vermeer Corporation's Corporate Warranty Department via iWarranty campaign claim for reimbursement of the cost of the Kit. The Work Completion Certificate, indicating the Kit was installed must also be submitted for reimbursement of labor hours. Both documents (Claim and Work Completion Certificate) must be received prior to reimbursement of the parts or labor for this Product Safety Alert.

****Customers who have costs incurred for any trailer rental will be reimbursed if a rental invoice is provided to their Vermeer dealer. ****

A Work Completion Certificate is attached below which indicates the labor hours.
Note: *Future notices to dealers and owners are dependent upon the receipt of Work Completion Certificates.*

***Continue to file all other types of warranty claims directly with VacTron until further notice. ***

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 VacTron directly to the Owners on or about **August 8, 2019**, via USPS certified/registered mail.

- French

All translated owner notices will also include English owner notification.

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 the Parts Center, you must contact your affected customer(s) immediately and schedule a mutually acceptable time to upgrade their machine.

We regret any inconvenience 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 the safety benefits surpass the inconvenience.

VACTRON EQUIPMENT LLC

Attachment:
VVK000001 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: Work Completion Certificate Required <input checked="" type="checkbox"/> All Units Listed Above <input checked="" type="checkbox"/> Parts <input checked="" type="checkbox"/> Labor Paid (Labor Code: SB19) <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
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Return completed Work Completion Certificate for labor credit to:
Product Safety Department: **ATTACH to iWarranty Campaign Claim**
FAX: 641-621-7739
EMAIL: productsafety@vermeer.com

WORK COMPLETION CERTIFICATE VVK000001: On-Highway Safety Component Enhancement Kit First Notice		<i>For Dealer Use:</i> <i>Warranty Claim</i> <i>#</i>	
17-Digit Serial Number is required			
<input type="checkbox"/> LP873SDT Heavy <input type="checkbox"/> LP873SDT Heavy	<div style="border-bottom: 1px dashed black; height: 1.2em; width: 100%;"></div>		
I have properly installed the parts according to the Kit's written instructions and am returning this Certificate with the understanding that the Installer's Company will receive 4 hours reimbursement for labor from Vermeer Corporation.			
Date Work Completed:			
Work Completed By:			
(Enter Installer's Name,			
Company's Name &			
Address)			
Installer's Signature:	X	Phone #:	
(Name of Installer's Company, Address, and Signature Required)			
Unit Owner's Name:			
Unit Owner's Address:			
(Name of Owner's Company and Address)			

[illegible]

[illegible]

[illegible]

Sample Owner Letter

August 8, 2019
VIA USPS CERTIFIED/REGISTERED 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.

VacTron Equipment LLC has decided that a defect, that relates to motor vehicle safety, exists in certain model year 2015-2019 VacTron LP873SDT/LPSDT Heavy.

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 a rear bumper. 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 bumper 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 marking lights, reflectors and conspicuity tape are being added.

Property or equipment damage may also occur.

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

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

As stated above a new bumper will be added to the vacuum excavators. Care has been given in the design of this new bumper 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

NHTSA SAFETY RECALL NUMBER 19V-442



IMPORTANT SAFETY RECALL

First Notice
Safety Enhancement Kit
(VVK000001)

Model: «Model»

This notice applies to your vehicle,

Serial No: «VIN»

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 bumper.

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.

Please contact your authorized, independent **Vermeer dealer** immediately to arrange a mutually acceptable time and location to install VVK000001 **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»

According to our records, you currently own a VacTron LP873SDT/LPSDT heavy vacuum excavator. The Model and Serial Number of the LP873SDT/LPSDT heavy is shown at the top right of this letter. If you no longer own this unit, please notify VacTron by notifying Vermeer Corporation's 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. The 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 that you agree that the safety benefits surpass the inconvenience.

Very truly yours,

VACTRON EQUIPMENT LLC

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 VacTron through 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>