

Vermeer MV Solutions, Inc.

Trenchless
 Okahumpka, FL 34762 USA

FIELD CAMPAIGN SERVICE BULLETIN #: SMV2022-010 DATE: **14 July 2022**

CAMPAIGN
 TYPE:

Mandatory – Product Safety

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:

INSERT POTENTIAL FAILURE STATEMENT

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

updated.

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/LP873SDT 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.

Reference: Service bulletin SVV2019-001 first 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 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 during the week of July 14, 2022, 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 27, 2022**, 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 VVK00-0010 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 July 28, 2022. Also refer to Owner Notification section below.

If you have any questions concerning the installation of VVK000001, please contact the 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 hour(s).

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 July 28, 2022. 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 – Florida, 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 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.

PRODUCT SAFETY DEPARTMENT

Attachments:

VVK000001 Kit instructions

SVV2019-001 First notice

Completion Schedule: Product Safety Alert: Install immediately 90 days from MM/DD/YYYY 180 days from MM/DD/YYYY 1 year from MM/DD/YYYY <input checked="" type="checkbox"/> Only Units within Standard Limited <input type="checkbox"/> 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 type="checkbox"/> Labor Paid (Labor Code: SB19) Only Units within Standard Limited Warranty Period No Reimbursement
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Internal Reference:		--	Not Applicable	<input checked="" type="checkbox"/>	12	Exterior lighting
TREAD Act Code		02	Suspension		16	Structure
<i>(Choose one or more codes applicable)</i>		03	Service brake system, hydraulic		17	Latch
		04	Service brake system, air		19	Tires
		05	Parking brake		20	Wheels
		11	Electrical		21	Trailer hitch

AFFECTED MACHINES WITHIN SERIAL NUMBER RANGE IDENTIFIED ON PAGE 1 OF THIS SERVICE BULLETIN						
MODEL	VIN	SERIAL/UNIT		MODEL	VIN	SERIAL/UNIT
LP873SDT	5HZBF192XFLLF2170	151269		LP873SDT	5HZBF392XHLEH2353	171178
LP873SDT	5HZBF1921FLLF2171	151272		LP873SDT	5HZBF192XHLEH2170	171179
LP873SDT	5HZBF1923FLLF2172	151273		LP873SDT	5HZBF1927HLEH2160	171187
LP873SDT	5HZBF1923FLMF2174	151274		LP873SDT	5HZBF1924HLDH2145	171193
LP873SDT	5HZBF1925FLMF2175	151277		LP873SDT	5HZBF1926HLDH2146	171194
LP873SDT	5HZBF1927GLMF2177	161018		LP873SDT	5HZBF192XHLDH2148	171195
LP873SDT	5HZBF1929GLMF2178	161019		LP873SDT	5HZBF1921HLDH2149	171196
LP873SDT	5HZBF1920GLMF2179	161020		LP873SDT	5HZBF192XHLEH2167	171230
LP873SDT	5HZBF1927GLMF2180	161021		LP873SDT	5HZBF1921HLEH2168	171231
LP873SDT	5HZBF1927GLAG2103	161036		LP873SDT	5HZBF1922HLDH2144	171234
LP873SDT	5HZBF1920GLAG2105	161042		LP873SDT	5HZBF1921HLGH2175	171235
LP873SDT	5HZBF1929GLBG2106	161043		LP873SDT	5HZBF1929HLEH2161	171269
LP873SDT	5HZBF1920GLBG2107	161044		LP873SDT	5HZBF1929HLEH2158	171303
LP873SDT	5HZBF1926GLBG2113	161064		LP873SDT	5HZBF192XHLGH2188	171315
LP873SDT	5HZBF1928GLBG2114	161065		LP873SDT	5HZBF1921HLGH2189	171323
LP873SDT	5HZBF192XGLCG2117	161077		LP873SDT	5HZBF1923HLHH2195	171340
LP873SDT	5HZBF1925GLDG2125	161115		LP873SDT	5HZBF1925HLHH2196	171341
LP873SDT	5HZBF1927GLDG2126	161116		LP873SDT	5HZBF1922HLJH2202	171352
LP873SDT	5HZBF1921GLFG2149	161182		LP873SDT	5HZBF1927HLHH2197	171363
LP873SDT	5HZBF1927GLFG2150	161185		LP873SDT	5HZBF1929HLHH2198	171364
LP873SDT	5HZBF1929GLFG2151	161188		LP873SDT	5HZBF192XHLJH2206	171424
LP873SDT	5HZBF1920GLFG2152	161189		LP873SDT	5HZBF1924HLKH2222	171490
LP873SDT	5HZBF1922GLFG2153	161204		LP873SDT	5HZBF1929HLKH2216	171495
LP873SDT	5HZBF1922GLHG2160	161243		LP873SDT	5HZBF1922HLKH2218	171499
LP873SDT	5HZBF1922GLJG2171	161280		LP873SDT	5HZBF1924HLKH2219	171503
LP873SDT	5HZBF1928GLKG2176	161304		LP873SDT	5HZBF1923HLLH2229	171528
LP873SDT	5HZBF1921GLLG2183	161352		LP873SDT	5HZBF192XHLLH2230	171529
LP873SDT	5HZBF1925HLLG2186	171009		LP873SDT	5HZBF1922HLLH2237	171556
LP873SDT	5HZBF1923HLLG2185	171010		LP873SDT	5HZBF1920HLMH2238	171559
LP873SDT	5HZBF1927HLLG2187	171011		LP873SDT	5HZBF1922HLMH2239	171569

LP873SDT	5HZZBF1929HLLG2188	171012		LP873SDT	5HZZBF1922JLAJ2107	181043
LP873SDT	5HZZBF1920HLLG2189	171013		LP873SDT	5HZZBF1921JLBJ2117	181058
LP873SDT	5HZZBF1927HLLG2190	171014		LP873SDT	5HZZBF1923JLBJ2118	181059
LP873SDT	5HZZBF1929HLLH2102	171032		LP873SDT	5HZZBF1920JLBJ2111	181063
LP873SDT	5HZZBF1920HLLH2103	171033		LP873SDT	5HZZBF1922JLBJ2112	181064
LP873SDT	5HZZBF1923HLLH2113	171077		LP873SDT	5HZZBF1927JLBJ2123	181094
LP873SDT	5HZZBF1920HLLH2119	171084		LP873SDT	5HZZBF1929JLDJ2162	181109
LP873SDT	5HZZBF1929HLLH2121	171092		LP873SDT	5HZZBF1928JLCJ2134	181138
LP873SDT	5HZZBF1920HLLH2122	171093		LP873SDT	5HZZBF1927JLDJ2158	181173
LP873SDT	5HZZBF1927HLLH2120	171104		LP873SDT	5HZZBF1928JLCJ2151	181191
LP873SDT	5HZZBF1922HLLH2125	171119		LP873SDT	5HZZBF192XJLCJ2152	181194
LP873SDT	5HZZBF1928HLLH2147	171159		LP873SDT	5HZZBF1921JLCJ2153	181195
LP873SDT	5HZZBF1924HLLH2126	171161		LP873SDT	5HZZNF1929JLEJ2178	181206
LP873SDT	5HZZBF1926HLLH2127	171162		LP873SDT	5HZZBF1925JLDJ2160	181217
LP873SDT	5HZZBF1921HLEH2154	171170		LP873SDT	5HZZBF1927JLEJ2163	181233

AFFECTED MACHINES WITHIN SERIAL NUMBER RANGE IDENTIFIED ON PAGE 1 OF THIS SERVICE BULLETIN

MODEL	VIN	SERIAL/UNIT		MODEL	VIN	SERIAL/UNIT
LP873SDT	5HZZBF1920JLEJ2179	181249		LP873SDT	5HZZBF1924JLGG2241	181485
LP873SDT	5HZZBF1929JLDJ2159	181253		LP873SDT	5HZZBF1926JLGG2242	181487
LP873SDT	5HZZBF1922JLEJ2202	181257		LP873SDT	5HZZBF1928JLGG2243	181488
LP873SDT	5HZZBF1924JLEJ2203	181279		LP873SDT	5HZZBF192XJLGG2244	181489
LP873SDT	5HZZBF1926JLEJ2204	181282		LP873SDT	5HZZBF1921JLGG2245	181490
LP873SDT	5HZZBF1926JLEJ2171	181283		LP873SDT	5HZZBF1927JLHJ2284	181506
LP873SDT	5HZZBF1928JLEJ2172	181291		LP873SDT	5HZZBF1929JLHJ2285	181507
LP873SDT	5HZZBF1922JLEJ2166	181293		LP873SDT	5HZZBF192XJLHJ2280	181508
LP873SDT	5HZZBF1929JLEJ2200	181294		LP873SDT	5HZZBF1921JLHJ2281	181509
LP873SDT	5HZZBF192XJLEJ2173	181295		LP873SDT	5HZZBF1920JLHJ2269	181527
LP873SDT	5HZZBF1921JLEJ2174	181296		LP873SDT	5HZZBF1928JLHJ2262	181528
LP873SDT	5HZZBF1926JLEJ2168	181298		LP873SDT	5HZZBF1927JLJJ2295	181552
LP873SDT	5HZZBF1928JLEJ2169	181299		LP873SDT	5HZZBF1920JLJJ2302	181560
LP873SDT	5HZZBF1923JLEJ2175	181302		LP873SDT	5HZZBF1922JLJJ2303	181562
LP873SDT	5HZZBF1925JLEJ2176	181303		LP873SDT	5HZZBF1923JLJJ2309	181579
LP873SDT	5HZZBF1927JLEJ2177	181310		LP873SDT	5HZZBF192XJLJJ2310	181580
LP873SDT	5HZZBF1927JLEJ2180	181311		LP873SDT	5HZZBF1921JLJJ2311	181581
LP873SDT	5HZZBF1929JLEJ2181	181312		LP873SDT	5HZZBF1923JLJJ2312	181582
LP873SDT	5HZZBF1920JLEJ2182	181313		LP873SDT	5HZZBF1928JLJJ2306	181585
LP873SDT	5HZZBF1922JLEJ2183	181314		LP873SDT	5HZZBF1924JLKK2323	181586
LP873SDT	5HZZBF1926JLEJ2185	181319		LP873SDT	5HZZBF1926JLKK2324	181587
LP873SDT	5HZZBF1928JLEJ2186	181323		LP873SDT	5HZZBF1928JLKK2325	181595
LP873SDT	5HZZBF192XJLEJ2187	181324		LP873SDT	5HZZBF192XJLKK2326	181596
LP873SDT	5HZZBF1921JLEJ2188	181325		LP873SDT	5HZZBF192XJLKM2378	181644
LP873SDT	5HZZBF1927JLEJ2194	181334		LP873SDT	5HZZBF1925JLKK2346	181652
LP873SDT	5HZZBF1924JLEJ2198	181374		LP873SDT	5HZZBF1921JLJJ2292	181655
LP873SDT	5HZZBF1923JLEJ2211	181377		LP873SDT	5HZZBF1923JLJJ2293	181656
LP873SDT	5HZZBF1925JLGG2247	181385		LP873SDT	5HZZBF1927JLKK2316	181657
LP873SDT	5HZZBF1923JLGG2246	181386		LP873SDT	5HZZBF1927JLKK2347	181671
LP873SDT	5HZZBF1925JLEJ2212	181395		LP873SDT	5HZZBF1921JLKK2330	181672

LP873SDT	5HZBF1929JLFJ2216	181400		LP873SDT	5HZBF1923JLKJ2331	181673
LP873SDT	5HZBF1920JLFJ2217	181401		LP873SDT	5HZBF1925JLKJ2332	181674
LP873SDT	5HZBF1927JLFJ2215	181436		LP873SDT	5HZBF1927JLKJ2333	181675
LP873SDT	5HZBF192XJLGJ2230	181437		LP873SDT	5HZBF1924KLBK2142	191001
LP873SDT	5HZBF1921JLGJ2231	181438		LP873SDT	5HZBF1925KLLJ2352	191022
LP873SDT	5HZBF1927JLGJ2248	181453		LP873SDT	5HZBF1929KLLJ2354	191031
LP873SDT	5HZBF1925JLHJ2283	181475		LP873SDT	5HZBF1920KLLJ2355	191032
LP873SDT	5HZBF1925JLGJ2233	181477		LP873SDT	5HZBF1928KLLJ2362	191051
LP873SDT	5HZBF1927JLGJ2234	181478		LP873SDT	5HZBF192XKLLJ2363	191062
LP873SDT	5HZBF192XJLHJ2263	181479		LP873SDT	5HZBF1925KLAK2129	191077
LP873SDT	5HZBF1920JLGJ2236	181480		LP873SDT	5HZBF1921KLAK2130	191078
LP873SDT	5HZBF1922JLGJ2237	181481		LP873SDT	5HZBF1923KLAK2131	191079
LP873SDT	5HZBF1924JLGJ2238	181482		LP873SDT	5HZBF1927KLKJ2334	191080
LP873SDT	5HZBF1926JLGJ2239	181483		LP873SDT	5HZBF1929KLKJ2335	191081
LP873SDT	5HZBF1922JLGJ2240	181484		LP873SDT	5HZBF1920KLKJ2336	191082

AFFECTED MACHINES WITHIN SERIAL NUMBER RANGE IDENTIFIED ON PAGE 1 OF THIS SERVICE BULLETIN

MODEL	VIN	SERIAL/UNIT
LP873SDT	5HZBF192XKLAK2109	191126
LP873SDT	5HZBF1923KLKJ2329	191132
LP873SDT	5HZBF1922KLKJ2337	191135
LP873SDT	5HZBF1924KLKJ2338	191140
LP873SDT	5HZBF1925KLAK2101	191145
LPSDT	5HZG19212KK002041	191150
LPSDT	5HZG19214KK002042	191151
LP873SDT	5HZBF1922KLAK2136	191156
LP873SDT	5HZBF1928KLMJ2364	191157
LP873SDT	5HZBF1926KLMJ2380	191158
LP873SDT	5HZBF1928KLAK2139	191211
LPSDT	5HZG26215KK002076	191279
LPSDT	5HZG19212KK002024	191297
LPSDT	5HZG1921XKK002031	191341
LPSDT	5HZG19211KK002032	191342
LPSDT	5HZG19219KK002036	191346
LPSDT	5HZG19210KK002068	191381
LPSDT	5HZG19212KK002069	191382
LPSDT	5HZG19219KK002070	191383
LPSDT	5HZG19210KK002071	191384
LPSDT	5HZG19217KK002049	191391
LPSDT	5HZG19212KK002055	191399
LPSDT	5HZG19216KK002057	191404
LPSDT	5HZG19218KK002058	191405
LPSDT	5HZG19211KK002080	191464
LPSDT	5HZG19215KK002082	191465
LPSDT	5HZG19219KK002084	191467
LPSDT	5HZJ16238KK002034	191504



NHTSA SAFETY RECALL NUMBER 19V-442

PRODUCT SAFETY
DEPARTMENT

Vermeer Corporation on behalf
of Vermeer MV Solutions, Inc.
productsafety@vermeer.com



IMPORTANT SAFETY RECALL

Second Notice
Safety Enhancement Kit
(VVK000001)

July 28, 2022

Dear «MODEL» Owner:

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

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

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

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 hour(s) 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 to inform us what dealership completed the installation 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.

Regards,

Vermeer MV Solutions, Inc.

Enclosure: First notice owner letter – August 21, 2020

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>