



SERVICE BULLETIN

Vermeer MV Solutions, Inc

Trenchless
Piedmont, South Carolina 29673 USA

FIELD CAMPAIGN

SERVICE BULLETIN #

SVV2020-003 Rev. 2

DATE:

22 December 2022

**CAMPAIGN
TYPE:**

Mandatory - Product Safety

**CAMPAIGN
CATEGORY:**

Kit and Bulletin

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:

- 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 4-7 of this Bulletin for specific VIN and Serial/Unit numbers	N/A	VVK01
LP873SGT			
LP873XDT			
LPSDT			
LPSGT			
LPXDT			
MC873SDT			
MINICOMBO			

Subject:



Axle Relocation Kit
(VMV000002 Rev. 2)

Background:

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 vacuum excavator and towing vehicle. Property or equipment damage may also occur.

Solution:

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

VVK000002 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 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 Vac-Tron during the week of December 6, 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 Product Safety Department on or before December 13, 2019, at:

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

2. **Dealerships Order Kits** by **calling Vac-Tron 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 **December 20, 2019**. *Also refer to Owner Notification section below.*

If you have any questions concerning the installation of VVK000002, please contact the Vac-Tron Service Department.

REIMBURSEMENT

Upon completion of each kit installation, a campaign Warranty Claim must be submitted to the Vermeer Corporate Warranty Department for reimbursement of the parts cost and labor installation.

This kit will reimburse **18 hours** of labor.

Note: *Future notices to dealers and owners are dependent upon the receipt of Warranty Claims by Vermeer Corporate Warranty Department.*

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 Vac-Tron directly to the owners on or about **December 20, 2019**, via USPS certified/registered mail. The owner letter will be translated into the following languages.

- Arabic
- 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 VVK000002 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 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 the safety benefits surpass the inconvenience.

VAC-TRON EQUIPMENT LLC

Attachment:

VVK00-0002 Kit Instructions

<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 – Submit campaign Warranty Claim</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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<p>Internal Reference:</p> <p>TREAD Act Code <i>(Choose one or more codes applicable)</i></p>	<input type="checkbox"/>	--	Not Applicable	12	Exterior lighting
	<input checked="" type="checkbox"/>	02	Suspension	16	Structure
		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 – VVK01-0002

MODEL	VIN	SERIAL/UNIT	MODEL	VIN	SERIAL/UNIT
LP873SGT			LP873SGT		
LP873SDT			MC873SDT		
LP873SDT			LP873SDT		
LP873SDT			LP873SDT		
LP873SDT			LP873SDT		
LP873SDT			LP873SDT		
LP873SDT			LP873SDT		
LP873SDT			LP873SDT		
LP873SDT			LP873SDT		
LP873SDT			LP873SDT		
LP873SDT			MC873SDT		
LP873SDT			LP873SDT		
LP873SDT			LP873SDT		
LP873SDT			LP873XDT		
LP873SGT			LP873SDT		
LP873XDT			LP873SDT		
LP873SDT			LP873SDT		
LP873SDT			LP873SDT		
LP873SDT			MC873SDT		
MC873SDT			LP873SDT		
LP873XDT			LP873SDT		
MC873SDT			LP873SDT		
LP873SDT			LP873SDT		
LP873SDT			LP873SDT		
LP873SDT			LP873SDT		
LP873SDT			LP873SDT		
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LP873SDT			LP873SDT		
LP873SDT			LP873SDT		
LP873SDT			LP873SDT		
LP873SGT			LP873SDT		
LP873SGT			LP873SDT		
LP873SGT			LP873SGT		
LP873SGT			LP873SDT		
LP873SGT			LP873SDT		
LP873SDT			LP873SDT		
LP873SGT			LP873SGT		
LP873SGT			LP873SDT		
MC873SDT			LP873SDT		

AFFECTED MACHINES – VVK01-0002

MODEL	VIN	SERIAL/UNIT	MODEL	VIN	SERIAL/UNIT
LP873SDT			LP873SDT		
LP873SDT			LP873SDT		
MC873SDT			LP873SDT		
LP873SDT			LP873SDT		
LP873SDT			LP873SDT		
LP873SDT			MC873SDT		
LP873SDT			LP873SDT		
LP873SDT			LP873SDT		
LP873SDT			LP873SDT		
LP873SDT			LP873SDT		
LP873SDT			LP873SDT		
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LP873SDT			LP873SDT		
LP873SDT			LP873SDT		
LP873SDT			LP873SDT		
MC873SDT			LP873SDT		
LP873SDT			LP873SDT		
LP873SDT			LP873SDT		
LP873SDT			LP873SDT		
LP873SDT			LP873SDT		
LP873SDT			LP873SDT		
MC873SDT			LP873SDT		
LP873SDT			LP873SDT		
LP873SDT			LP873SDT		
MC873SDT			LP873SDT		
LP873SDT			LP873SDT		
LP873SDT			LP873SDT		
LP873SDT			LPSDT		
LP873SDT			LPSDT		
LP873SDT			LP873SDT		
LP873SDT			LP873SDT		
LP873SDT			LP873SDT		
LP873SDT			LP873SDT		
LP873SDT			LPSDT		
LP873SDT			LPSDT		
LP873SDT			LPSGT		
LP873SDT			LPSGT		
LP873SGT			LPSGT		

AFFECTED MACHINES – VVK01-0002

MODEL	VIN	SERIAL/UNIT
LPSGT		
LPSGT		
LPSDT		
LPSDT		
LPSDT		
LPSDT		
LPSDT		
LPSDT		
LPSDT		
LPSDT		
LPSDT		
LPSGT		
LPSDT		
LPXDT		
LPXDT		
LPSDT		
LPSDT		
LPXDT		
LPXDT		
MINICOMBO		
MINICOMBO		
LPSGT		
LPXDT		
LPXDT		
LPXDT		
LP873XDT		
LP873XDT		

Sample Owner Letter



**IMPORTANT
SAFETY
RECALL**

First Notice
Axle Relocation Kit
(VVK00-0002)

Model: «Model»

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

Unit No: «Unit No»

December 20, 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.

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

VACUUM EXCAVATOR SIDE-TO-SIDE SWAY POSSISBLE

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

DEATH OR SERIOUS INJURY POSSIBLE

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.

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

VVK00-0002 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 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 VVK00-0002 **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»

According to our records, you currently own a Vac-Tron «MODEL» vacuum excavator. 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 Vac-Tron 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. 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 that you agree that the safety benefits surpass the inconvenience.

Very truly yours,

VAC-TRON 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 Vac-Tron 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>