



# SERVICE BULLETIN

## VAC-TRON EQUIPMENT LLC

Trenchless  
27137 S. Hwy 33  
Okahumpka, FL 34762 USA

### FIELD CAMPAIGN

SERVICE BULLETIN #

SVV2020-003

DATE:

06 December, 2019

CAMPAIGN  
TYPE:

Mandatory-Product Safety

CAMPAIGN  
CATEGORY:

Kit and Bulletin

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:



**PRODUCT  
SAFETY  
RECALL**

**FIRST NOTICE**

Axle Relocation Kit  
(VVK00-0002)

**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 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.

**Solution:** **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.

**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](mailto: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 VVK00-0002, 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 VVK00-0002 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><b>Completion Schedule:</b></p> <p><input checked="" type="checkbox"/> <b>Product Safety Alert: Install immediately</b></p> <p><input type="checkbox"/> <b>90 days from MM/DD/YYYY</b></p> <p><input type="checkbox"/> <b>180 days from MM/DD/YYYY</b></p> <p><input type="checkbox"/> <b>1 year from MM/DD/YYYY</b></p> <p><input type="checkbox"/> <b>Only Units within Standard Limited Warranty Period</b></p> <p><input type="checkbox"/> <b>N/A</b></p>	<p><b>Reimbursement:</b></p> <p><input checked="" type="checkbox"/> <b>Product Safety Alert – Submit campaign Warranty Claim</b></p> <p><input checked="" type="checkbox"/> <b>All Units Listed Above</b></p> <p style="padding-left: 20px;"><input checked="" type="checkbox"/> <b>Parts</b>    <input checked="" type="checkbox"/> <b>Labor Paid (Labor Code: SB20 )</b></p> <p><input type="checkbox"/> <b>Only Units within Standard Limited Warranty Period</b></p> <p><input type="checkbox"/> <b>No Reimbursement</b></p>
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<b>Internal Reference: TREAD Act Code</b> <i>(Choose one or more codes applicable)</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**

<b>MODEL</b>	<b>VIN</b>	<b>SERIAL/UNIT</b>	<b>MODEL</b>	<b>VIN</b>	<b>SERIAL/UNIT</b>
LP873SGT	5HZBF1929FLGF2138	151172	LP873SGT	5HZBF192XGLLG2182	161333
LP873SDT	5HZBF192XFLLF2170	151269	MC873SDT	5HZBF1926GLLG2180	161336
LP873SDT	5HZBF1921FLLF2171	151272	LP873SDT	5HZBF1921GLLG2183	161352
LP873SDT	5HZBF1923FLLF2172	151273	LP873SDT	5HZBF1925HLLG2186	171010
LP873SDT	5HZBF1923FLMF2174	151274	LP873SDT	5HZBF1927HLLG2187	171011
LP873SDT	5HZBF1925FLMF2175	151277	LP873SDT	5HZBF1929HLLG2188	171012
LP873SDT	5HZBF1927GLMF2177	161018	LP873SDT	5HZBF1920HLLG2189	171013
LP873SDT	5HZBF1929GLMF2178	161019	LP873SDT	5HZBF1927HLLG2190	171014
LP873SDT	5HZBF1920GLMF2179	161020	LP873SDT	5HZBF1929HLAH2102	171032
LP873SDT	5HZBF1927GLMF2180	161021	LP873SDT	5HZBF1920HLAH2103	171033
LP873SDT	5HZBF1927GLAG2103	161036	MC873SDT	5HZBF1926HLAH2106	171038
LP873SDT	5HZBF1920GLAG2105	161042	LP873SDT	5HZBF1923HLAH2113	171077
LP873SDT	5HZBF1929GLBG2106	161043	LP873SDT	5HZBF1920HLBH2119	171084
LP873SDT	5HZBF1920GLBG2107	161044	LP873XDT	5HZBF1922HLBH2123	171089
LP873SGT	5HZBF1922GLBG2108	161047	LP873SDT	5HZBF1929HLBH2121	171092
LP873XDT	5HZBF1929GLAG2104	161051	LP873SDT	5HZBF1920HLBH2122	171093
LP873SDT	5HZBF1926GLBG2113	161064	LP873SDT	5HZBF1927HLBH2120	171104
LP873SDT	5HZBF1928GLBG2114	161065	LP873SDT	5HZBF1922HLCH2125	171119
LP873SDT	5HZBF192XGLCG2117	161077	MC873SDT	5HZBF1921HLGH2192	171143
MC873SDT	5HZBF1921GLCG2118	161083	LP873SDT	5HZBF1928HLDH2147	171159
LP873XDT	5HZBF1929GLDG2127	161108	LP873SDT	5HZBF1924HLCH2126	171161
MC873SDT	5HZBF1920GLDG2128	161113	LP873SDT	5HZBF1926HLCH2127	171162
LP873SDT	5HZBF1925GLDG2125	161115	LP873SDT	5HZBF1921HLEH2154	171170
LP873SDT	5HZBF1927GLDG2126	161116	LP873SDT	5HZBF392XHLEH2353	171178
LP873SDT	5HZBF1920GLFG2149	161182	LP873SDT	5HZBF192XHLEH2170	171179
LP873SDT	5HZBF1927GLFG2150	161185	LP873SDT	5HZBF1927HLEH2160	171187
LP873SDT	5HZBF1929GLFG2151	161188	LP873SDT	5HZBF1924HLDH2145	171193
LP873SDT	5HZBF1920GLFG2152	161189	LP873SDT	5HZBF1926HLDH2146	171194
LP873SDT	5HZBF1922GLFG2153	161204	LP873SDT	5HZBF192XHLDH2148	171195
LP873SDT	5HZBF1922GLHG2160	161243	LP873SDT	5HZBF1921HLDH2149	171196
LP873SGT	5HZBF1924GLHG2161	161244	LP873SDT	5HZBF192XHLEH2167	171230
LP873SGT	5HZBF1926GLHG2162	161245	LP873SDT	5HZBF1921HLEH2168	171231
LP873SGT	5HZBF1928GLHG2163	161263	LP873SGT	5HZBF192XHLGH2174	171233
LP873SGT	5HZBF1924GLJG2169	161275	LP873SDT	5HZBF1922HLDH2144	171234
LP873SGT	5HZBF1920GLJG2170	161276	LP873SDT	5HZBF1921HLGH2175	171235
LP873SDT	5HZBF1922GLJG2171	161280	LP873SDT	5HZBF1929HLEH2161	171269
LP873SGT	5HZBF1924GLJG2172	161282	LP873SGT	5HZBF1925HLGH2177	171293
LP873SGT	5HZBF1928GLJG2174	161296	LP873SDT	5HZBF1929HLEH2158	171303
MC873SDT	5HZBF1921GLKG2178	161331	LP873SDT	5HZBF192XHLGH2188	171315

**AFFECTED MACHINES – VVK01-0002**

MODEL	VIN	SERIAL/UNIT	MODEL	VIN	SERIAL/UNIT
LP873SDT	5HZBF1921HLGH2189	171323	LP873XDT	5HZBF1923HLLH2232	181218
LP873SDT	5HZBF1923HLHH2195	171340	LP873SDT	5HZBF1927JLEJ2163	181233
LP873SDT	5HZBF1925HLHH2196	171341	MC873SDT	5HZBF192XJLAJ2100	181247
LP873SDT	5HZBF1922HLJH2202	171352	LP873SDT	5HZBF1920JLEJ2179	181249
LP873SDT	5HZBF1927HLHH2197	171363	LP873SDT	5HZBF1929JLDJ2159	181253
LP873SDT	5HZBF1929HLHH2198	171364	LP873SDT	5HZBF1922JLEJ2202	181257
MC873SDT	5HZBF1927HLCH2136	171423	MC873SDT	5HZBF1929JLEJ2214	181259
MC873SDT	5HZBF1928HLJH2205	171423	LP873SDT	5HZBF1924JLEJ2203	181279
LP873SDT	5HZBF192XHLJH2206	171424	LP873SDT	5HZBF1926JLEJ2204	181282
LP873XDT	5HZBF1921HLKH2212	171438	LP873SDT	5HZBF1926JLEJ2171	181283
LP873SGT	5HZBF1923HLJH2208	171442	LP873SDT	5HZBF1928JLEJ2172	181291
LP873SDT	5HZBF1924HLKH2222	171490	LP873SDT	5HZBF1922JLEJ2166	181293
LP873SDT	5HZBF1929HLKH2216	171495	LP873SDT	5HZBF1929JLEJ2200	181294
LP873SDT	5HZBF1922HLKH2218	171499	LP873SDT	5HZBF192XJLEJ2173	181295
LP873SDT	5HZBF1924HLKH2219	171503	LP873SGT	5HZBF1928HLGH2173	181295
LP873SDT	5HZBF1923HLLH2229	171528	LP873SDT	5HZBF1921JLEJ2174	181296
LP873SDT	5HZBF192XHLLH2230	171529	LP873SDT	5HZBF1926JLEJ2168	181298
LP873SDT	5HZBF1922HLLH2237	171556	LP873SDT	5HZBF1928JLEJ2169	181299
LP873SDT	5HZBF1920HLMH2238	171559	LP873SDT	5HZBF1923JLEJ2175	181302
LP873SDT	5HZBF1922HLMH2239	171569	LP873SDT	5HZBF1925JLEJ2176	181303
LP873SDT	5HZBF1922JLAJ2107	181043	LP873SDT	5HZBF1927JLEJ2177	181310
MC873SDT	5HZBF1922JLBJ2109	181049	LP873SDT	5HZBF1927JLEJ2180	181311
LP873SDT	5HZBF1921JLBJ2117	181058	LP873SDT	5HZBF1929JLEJ2181	181312
LP873SDT	5HZBF1923JLBJ2118	181059	LP873SDT	5HZBF1920JLEJ2182	181313
LP873SDT	5HZBF1920JLBJ2111	181063	LP873SDT	5HZBF1922JLEJ2183	181314
LP873SDT	5HZBF1922JLBJ2112	181064	LP873SDT	5HZBF1928JLEJ2186	181323
MC873SDT	5HZBF192XJLBJ2116	181074	LP873SDT	5HZBF192XJLEJ2187	181324
MC873SDT	5HZBF1923HLHH2200	181092	LP873SDT	5HZBF1921JLEJ2188	181325
LP873SDT	5HZBF1927JLBJ2123	181094	LP873SDT	5HZBF1927JLEJ2194	181334
LP873SDT	5HZBF1929JLDJ2162	181109	LP873SDT	5HZBF1923JLEJ2211	181377
LP873SDT	5HZBF1928JLCJ2134	181138	LP873SDT	5HZBF1924JLEJ2198	181380
LP873SDT	5HZBF1927JLDJ2158	181173	LP873SDT	5HZBF1925JLGJ2247	181385
MC873SDT	5HZBF1928JLCJ2148	181185	LP873SDT	5HZBF1923JLGJ2246	181386
LP873SDT	5HZBF1928JLCJ2151	181191	MC873SDT	5HZBF1920JLCJ2144	181387
LP873SDT	5HZBF192XJLCJ2152	181194	LP873SDT	5HZBF1925JLEJ2212	181395
LP873SDT	5HZBF1921JLCJ2153	181195	LP873SDT	5HZBF1929JLFJ2216	181400
LP873SDT	5HZBF1929JLEJ2178	181206	LP873SDT	5HZBF1920JLFJ2217	181401
LP873SDT	5HZBF1925JLDJ2160	181217	LP873SDT	5HZBF1927JLFJ2215	181436
			LP873SDT	5HZBF192XJLGJ2230	181437

**AFFECTED MACHINES – VVK01-0002**

MODEL	VIN	SERIAL/UNIT	MODEL	VIN	SERIAL/UNIT
LP873SDT	5HZBF1921JLGJ2231	181438	LP873SDT	5HZBF192XJLMJ2378	181644
LP873SDT	5HZBF1927JLGJ2248	181453	LP873SDT	5HZBF1925JLKJ2346	181652
MC873SDT	5HZBF1923JLGJ2232	181474	LP873SDT	5HZBF1921JLJJ2292	181655
LP873SDT	5HZBF1925JLHJ2283	181475	LP873SDT	5HZBF1923JLJJ2293	181656
LP873SDT	5HZBF1925JLGJ2233	181477	LP873SDT	5HZBF1927JLKJ2316	181657
LP873SDT	5HZBF1927JLGJ2234	181478	MC873SDT	5HZBF1925JLKJ2315	181658
LP873SDT	5HZBF192XJLHJ2263	181479	LP873SDT	5HZBF1927JLKJ2347	181671
LP873SDT	5HZBF1920JLGJ2236	181480	LP873SDT	5HZBF1921JLKJ2330	181672
LP873SDT	5HZBF1922JLGJ2237	181481	LP873SDT	5HZBF1923JLKJ2331	181673
LP873SDT	5HZBF1924JLGJ2238	181482	LP873SDT	5HZBF1925JLKJ2332	181674
LP873SDT	5HZBF1926JLGJ2239	181483	LP873SDT	5HZBF1927JLKJ2333	181675
LP873SDT	5HZBF1922JLGJ2240	181484	LP873SDT	5HZBF1924KLBK2142	191001
LP873SDT	5HZBF1924JLGJ2241	181485	LP873SDT	5HZBF1925KLLJ2352	191022
LP873SDT	5HZBF1926JLGJ2242	181487	LP873SDT	5HZBF1929KLLJ2354	191031
LP873SDT	5HZBF1928JLGJ2243	181488	LP873SDT	5HZBF1920KLLJ2355	191032
LP873SDT	5HZBF192XJLGJ2244	181489	LP873SDT	5HZBF1928KLLJ2362	191051
LP873SDT	5HZBF1921JLGJ2245	181490	LP873SDT	5HZBF192XKLLJ2363	191062
MC873SDT	5HZBF1927JLHJ2267	181499	LP873SDT	5HZBF1925KLAK2129	191077
LP873SDT	5HZBF1927JLHJ2284	181506	LP873SDT	5HZBF1921KLAK2130	191078
LP873SDT	5HZBF1929JLHJ2285	181507	LP873SDT	5HZBF1923KLAK2131	191079
LP873SDT	5HZBF192XJLHJ2280	181508	LP873SDT	5HZBF1927KLKJ2334	191080
LP873SDT	5HZBF1921JLHJ2281	181509	LP873SDT	5HZBF1929KLKJ2335	191081
MC873SDT	5HZBF1923JLHJ2282	181514	LP873SDT	5HZBF1920KLKJ2336	191082
LP873SDT	5HZBF1920JLHJ2269	181527	LP873SDT	5HZBF192XKLAK2109	191126
LP873SDT	5HZBF1928JLHJ2262	181528	LP873SDT	5HZBF1923KLKJ2329	191132
MC873SDT	5HZBF1928JLHJ2259	181550	LP873SDT	5HZBF1922KLKJ2337	191135
LP873SDT	5HZBF1927JLJJ2295	181552	LP873SDT	5HZBF1924KLKJ2338	191140
LP873SDT	5HZBF1920JLJJ2302	181560	LP873SDT	5HZBF1925KLAK2101	191145
LP873SDT	5HZBF1922JLJJ2303	181562	LPSDT	5HZG19212KK002041	191150
LP873SDT	5HZBF1923JLJJ2309	181579	LPSDT	5HZG19214KK002042	191151
LP873SDT	5HZBF192XJLJJ2310	181580	LP873SDT	5HZBF1922KLAK2136	191156
LP873SDT	5HZBF1921JLJJ2311	181581	LP873SDT	5HZBF1928KLMJ2364	191157
LP873SDT	5HZBF1923JLJJ2312	181582	LP873SDT	5HZBF1926KLMJ2380	191158
LP873SDT	5HZBF1928JLJJ2306	181585	LP873SDT	5HZBF1928KLAK2139	191211
LP873SDT	5HZBF1924JLKJ2323	181586	LPSDT	5HZG26215KK002076	191279
LP873SDT	5HZBF1926JLKJ2324	181587	LPSDT	5HZG19212KK002024	191297
LP873SDT	5HZBF1928JLKJ2325	181595	LPSGT	5HZH19224KK002006	191307
LP873SDT	5HZBF192XJLKJ2326	181596	LPSGT	5HZH19226KK002007	191308
LP873SGT	5HZBF1924JLJF2219	181630	LPSGT	5HZH19228KK002008	191309

**AFFECTED MACHINES – VVK01-002**

MODEL	VIN	SERIAL/UNIT
LPSGT	5HZH1922XKK002009	191310
LPSGT	5HZH19226KK002010	191335
LPSDT	5HZG1921XKK002031	191341
LPSDT	5HZG19211KK002032	191342
LPSDT	5HZG19219KK002036	191346
LPSDT	5HZG19210KK002068	191381
LPSDT	5HZG19212KK002069	191382
LPSDT	5HZG19219KK002070	191383
LPSDT	5HZG19210KK002071	191384
LPSDT	5HZG19217KK002049	191391
LPSGT	5HZH19225KK002015	191392
LPSDT	5HZG19212KK002055	191399
LPXDT	5HZJ19234KK002016	191402
LPXDT	5HZJ19236KK002017	191403
LPSDT	5HZG19216KK002057	191404
LPSDT	5HZG19218KK002058	191405
LPXDT	5HZJ19231KK002023	191426
LPXDT	5HZJ16238KK002034	191463
MINICOMBO	5HZK19247KK002010	191560
MINICOMBO	5HZK19240KK002009	191603
LPSGT	5HZH19223LK002032	191679
LPXDT	5HZJ16232LK002080	191714
LPXDT	5HZJ16236LK002082	191724
LPXDT	5HZJ1623XLK002084	191736
LP873XDT	5HZJ1923XLK002085	191764
LP873XDT	5HZJ19235LK002088	191765

# Sample Owner Letter



## IMPORTANT SAFETY RECALL

**First Notice**  
**Axle Relocation Kit**  
**(VVK00-0002)**

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 POSSIBLE

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.**

<b>Contact your local Vermeer Dealer:</b>	«Service_Dealer_Name» «Serv_Dealer_Add1» «Serv_Dealer_Add2» «Serv_Dealer_City» «Serv_Dealer_St» «Serv_Dealer_Zip» «SERV_DEALER_COUNTRY»
<b>Telephone:</b>	«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](mailto: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](mailto: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>