

NHTSA SAFETY RECALL NUMBER 20V-368

Sample  
Owner  
Letter



**IMPORTANT  
SAFETY  
RECALL**

**Second Notice**  
**Reflector Installation Kit**  
**(VVK00-010)**

**Model:** «Model»

This notice applies to your vehicle,

**Serial No:** «PRD\_SRL»

**Unit No:** «PART\_SRL»

June 28, 2022

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.*

In August 2020, 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 2020 Vac-Tron «MODEL» vacuum excavator trailers.

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

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 1 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](mailto: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 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. We hope you agree the safety benefits surpass the inconvenience.

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 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 <http://www.safercar.gov>