

Vermeer MV Solutions, Inc.

Trenchless
Piedmont, South Carolina 29673 USA

FIELD CAMPAIGN SERVICE BULLETIN #: SMV2023-010 DATE: 14 February 2023

CAMPAIGN TYPE: Mandatory – Product Safety

CAMPAIGN CATEGORY: Bulletin Only

| MACHINE/ ATTACHMENT MODEL(S): | SERIAL NUMBERS: | | Kit Version |
|-------------------------------------|--|----------|-------------|
| | Included | Excluded | |
| MC533SDT | See attached listing on page 5 of this bulletin for specific VIN and Serial/Unit numbers | N/A | VVK01 |
| MC535SDT | | | |
| MC555SDT | | | |
| MC573SDT | | | |
| MINICOMBO | | | |

SUBJECT:



Light Relocation,
Reflector and
Conspicuity Tape
Installation Kit
(VVK000005)

BACKGROUND:

In June 2020 and June 2021, owner notifications were sent regarding the above-referenced product safety recall. We have not received confirmation that all machines have been updated.

INADEQUATE LIGHTING, REFLECTORS AND CONSPICUITY TAPE

The lighting, side and rear reflectors and conspicuity tape do not meet US or Canada Federal Motor Vehicle Safety Standard (FMVSS/CMVSS) governmental regulation 108 for the United States, Canada and Mexico.

DEATH OR SERIOUS INJURY POSSIBLE

When towing or parking the vacuum excavator on public roadways, a crash may occur resulting in **death or serious injury** resulting from driver(s) of other vehicle(s) not seeing the vacuum excavator at night or during limited sunlight and strike vacuum excavator. To reduce potential of this occurring, vehicle lights will be relocated, and additional reflectors and conspicuity tape are being added. Property or equipment damage may also occur.

Reference: Service bulletin SVV2020-007 first notice and service bulletin SMV2021-006 second notice for this product safety recall.

SOLUTION:

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

VVK000005 has been created to provide necessary parts and instructions to relocate vehicle lights, and add reflectors and conspicuity tape to the sides and rear of the vacuum excavator. **This kit must be installed as soon as possible.**

DEALER PARTICIPATION

REVIEW REPORT, ORDER KITS, CONTACT CUSTOMERS

1. **Reports** will be emailed during the week of February 14, 2023, 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 VVK000005 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 **February 27, 2023**, 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 VVK000005 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 customers on or about February 28, 2023. *A/so refer to Owner Notification section below.*

If you have any questions concerning installation of VVK000005, please contact the Vermeer MV Solutions – Florida service department.

REIMBURSEMENT

Upon completion of each kit installation, a campaign warranty claim must be submitted to the warranty department for reimbursement of cost of parts and labor to install the kit. Labor hours to install: 3 hour(s).

Travel will be paid up to \$200 (\$1 per mile with a \$200 max round trip) with copy of work order attached for retailed machines not in dealer inventory. If dealer repairs more than one machine at same location on one trip, travel will only be paid on one of the models/VINs.

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 owners on or about February 28, 2023. 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 VVK000005 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 that 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 that the safety benefits surpass the inconvenience.

VERMEER MV SOLUTIONS, INC.

Attachments:
VVK00-005 Kit instructions
SVV2020-007 First notice

| | |
|--|--|
| <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:</p> <p><input checked="" type="checkbox"/> Work Completion Certificate Required</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> |
|--|--|

| | | | | | | |
|---|--------------------------|----|---------------------------------|-------------------------------------|----|-------------------|
| Internal reference: TREAD Act Code <i>(Choose one or more applicable codes)</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 |

AFFECTED MACHINES - VVK01-0005

| MODEL | VIN | SERIAL/UNIT | MODEL | VIN | SERIAL/UNIT |
|----------|----------|-------------|-----------|----------|-------------|
| MC555SDT | REDACTED | 121099 | MC573SDT | REDACTED | 171295 |
| MC555SDT | | 121375 | MC573SDT | | 171494 |
| MC555SDT | | 131069 | MC573SDT | | 171525 |
| MC535SDT | | 131378 | MC573SDT | | 171572 |
| MC533SDT | | 141164 | MC573SDT | | 181021 |
| MC533SDT | | 141225 | MC573SDT | | 181027 |
| MC533SDT | | 141231 | MC573SDT | | 181112 |
| MC533SDT | | 151050 | MC573SDT | | 181256 |
| MC533SDT | | 151107 | MC573SDT | | 181336 |
| MC533SDT | | 151151 | MINICOMBO | | 191023 |
| MC533SDT | | 151216 | MINICOMBO | | 191166 |
| MC533SDT | | 151254 | MINICOMBO | | 191184 |
| MC573SDT | | 161144 | MINICOMBO | | 191185 |
| MC573SDT | | 161250 | MINICOMBO | | 191186 |
| MC573SDT | | 161305 | MINICOMBO | | 191398 |
| MC573SDT | | 171002 | MINICOMBO | | 191401 |
| MC573SDT | | 171036 | MINICOMBO | | 191525 |
| MC573SDT | | 171120 | MINICOMBO | | 191618 |
| MC573SDT | | 171141 | MINICOMBO | | 191699 |
| MC573SDT | | 171211 | MINICOMBO | | 191740 |
| MC573SDT | | 171294 | MINICOMBO | | 200186 |



SAMPLE
OWNER
LETTER



PRODUCT SAFETY RECALL

Final Notice

Light Relocation, Reflector and Conspicuity Tape Installation Kit (VVK00005)

Model: «Model»
This notice applies to your vehicle,
Serial #: «SerialN»

Unit No: «PART_SRL»

February 28, 2023

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 June 2020 and June 2021, owner notifications were sent regarding the above-referenced product safety recall. We have not received confirmation that all 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 has decided that a defect, that relates to motor vehicle safety, exists in certain model year 2012-2020 Vermeer «MODEL».

Our records indicate that the product safety update **may not** have been installed on your Vermeer «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 3 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»

If the kit has **been installed**, please contact the product safety department 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.*

We regret any inconvenience that 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 that the safety benefits surpass the inconvenience.

Regards,

PRODUCT SAFETY DEPARTMENT

Enclosure: First notice owner letter – June 5, 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 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>.