



# SERVICE BULLETIN

## Vermeer MV Solutions, Inc.

Trenchless  
Piedmont, South Carolina 29673, USA

FIELD CAMPAIGN SERVICE BULLETIN #: SMV2023-007      DATE:      7 February 2023

CAMPAIGN TYPE:	Mandatory – Product Safety
CAMPAIGN CATEGORY:	Bulletin Only

MACHINE/ ATTACHMENT MODEL(S):	SERIAL NUMBERS:		Kit Version
	Included	Excluded	
MC833SDT	See attached listing on page 5 of this Bulletin for specific VIN and Serial/Unit numbers. <b>Note: VIN–Serial/Unit numbers in red are DUALY MACHINES which may require additional lights and/or reflectors. Send photos of dually machines to MV Solutions at email <a href="mailto:VMVSSERVICE@VERMEER.COM">VMVSSERVICE@VERMEER.COM</a> for additional assistance.</b>	N/A	VVK01
MC835SDT			
MC873SDT			
MINICOMBO			VVK02
MINICOMBO			
MC855SDT			

SUBJECT:



Light Relocation,  
Reflector, Conspicuity  
Tape and Rear  
Extension Installation  
Kit  
(VVK000006)

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 the machines have been updated.

### INADEQUATE LIGHTING, REFLECTORS AND CONSPICUITY TAPE INADEQUATE REAR IMPACT PROTECTION

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. The trailers may not have an extended lower chassis, reducing rear impact protection, and do not meet US or Canada Federal Motor Vehicle Safety Standard (FMVSS/CMVSS) governmental regulation 223 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 a driver(s) of other vehicle(s) not seeing the vacuum excavator at night or during limited sunlight and strike the vacuum excavator. To reduce the potential of this occurring, vehicle lights will be relocated, additional reflectors and conspicuity tape are being added.

In the event of a rear impact crash, the other vehicle may travel under the rear of the vacuum excavator, increasing the risk of serious injury or death to someone in the other vehicle or to the towing vehicle occupants.

Property or equipment damage may also occur.

*Reference: Service bulletin SVV2020-008 first notice and service bulletin SMV2021-008 second notice for this product safety recall.*

### **SOLUTION:**

#### **IMMEDIATE MACHINE MODIFICATIONS REQUIRED**

VVK000006 has been created to provide the necessary parts and instructions to relocate the vehicle lights, add reflex reflectors, add conspicuity tape to the sides and rear, add reflect reflectors and add a rear chassis extension. **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.

Vermeer Corporation is administering this product safety alert on behalf of Vermeer MV Solutions, Inc.

#### **DEALER PARTICIPATION**

##### **REVIEW REPORT, ORDER KITS, CONTACT CUSTOMERS**

1. **Reports** will be emailed during the week of February 07, 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 VVK000006 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 20, 2023, at [productsafety@vermeer.com](mailto:productsafety@vermeer.com).

2. **Dealership orders kits** by calling 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(s). **Note:** Letters will be sent to the customer(s) on or about **February 21, 2023**. *Also refer to Owner Notification section below.*

If you have any questions concerning the installation of VVK000006, please contact Vermeer MV Solutions service department at 888-822-8766 (Florida).

### **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.

This kit will reimburse labor hours as follows:

- VVK01: 7 hours
- VVK02: 2 hours
- VVK03: 8 hours

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 model/VINs.

**Note:** *Future notices to dealers and owners are dependent upon the receipt of warranty claims.*

### **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 Vermeer MV Solutions directly to the owners on or about February 21, 2023, via USPS certified/registered mail.

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 VVK000006 from Vermeer MV Solutions, 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 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 that the safety benefits surpass the inconvenience.

**Vermeer MV Solutions, Inc.**

**Attachments:**

VVK000006 Kit instructions

SVV2020-008 First notice

<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</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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<p><b>Internal reference:</b></p> <p><b>TREAD Act Code</b></p> <p><i>(Choose one or more applicable codes)</i></p>	<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 - VVK01-0006					
MODEL	VIN	SERIAL/UNIT	MODEL	VIN	SERIAL/UNIT
MC855SDT	REDACTED	131012	MC873SDT	REDACTED	171122
MC855SDT	REDACTED	131070	MC873SDT		171143
MC835SDT	REDACTED	131290	MC873SDT		171387
MC835SDT	REDACTED	131376	MC873SDT		171423
MC835SDT	REDACTED	131377	MC873SDT		181002
MC835SDT	REDACTED	141082	MC873SDT		181049
MC833SDT	REDACTED	141246	MC873SDT		181074
MC833SDT	REDACTED	141300	MC873SDT		181170
MC833SDT	REDACTED	141341	MC873SDT		181185
MC833SDT	REDACTED	141345	MC873SDT		181259
MC873SDT	REDACTED	141389	MC873SDT		181474
MC833SDT	REDACTED	141399	MC873SDT		181499
MC833SDT	REDACTED	151007	MC873SDT		181514
MC835SDT	REDACTED	151158	MC873SDT		181550
MC873SDT	REDACTED	161083	MC873SDT		181658
MC873SDT	REDACTED	161113	MINICOMBO		191393
MC873SDT	REDACTED	161331	MINICOMBO		191603
MC873SDT	REDACTED	161336	MINICOMBO		200295
MC873SDT	REDACTED	171038			

AFFECTED MACHINES - VVK02-0006					
Model	VIN	SERIAL/UNIT	Model	VIN	SERIAL/UNIT
MINICOMBO	REDACTED	191560	MINICOMBO	REDACTED	200135
MINICOMBO	REDACTED	191758	MINICOMBO		200177
MINICOMBO	REDACTED	191874	MINICOMBO		200180
MINICOMBO	REDACTED	200016	MINICOMBO		200293
MINICOMBO	REDACTED	200028	MINICOMBO		200305
MINICOMBO	REDACTED	200114			

AFFECTED MACHINES - VVK03-0006					
Model	VIN	SERIAL/UNIT	Model	VIN	SERIAL/UNIT
MC855SDT	REDACTED	121165	MC855SDT	REDACTED	121285
MC855SDT		121221			



SAMPLE  
OWNER  
LETTER

 **PRODUCT SAFETY RECALL**

**Final Notice**  
**Light Relocation,  
 Reflector, Conspicuity  
 Tape and Rear Extension  
 Installation Kit  
 (VVK000006)**

**Model:** «Model»  
**This notice applies to your vehicle,  
 Serial #:** «PRD\_SRL»

**Unit NO:** «PART\_SRL»

February 21, 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 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 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 7 hours of labor for VVK01, 2 hours of labor for VVK02, and 8 hours of labor VVK03. 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:** «SERV\_DLR\_NAME»  
 «SERV\_DLR\_ADD1»  
 «SERV\_DLR\_CITY STATE ZIP»  
 «SERV\_DLR\_COUNTRY»

**Telephone:** «SERV\_DLR\_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](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 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 you agree that the safety benefits surpass the inconvenience.

Regards,  
**VERMEER MV SOLUTIONS, INC.**

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](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>