

Vermeer MV Solutions, Inc.

Trenchless
 Piedmont, South Carolina 29673, USA

FIELD CAMPAIGN SERVICE BULLETIN #: SMV2021-008

DATE:

25 May 2021

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. Note: VIN–serial/unit numbers in red are DUALY MACHINES which may require additional lights and/or reflectors. Send photos of dually machines to Vermeer MV Solutions at email VMVSSERVICE@vermeer.com for additional assistance.	None	VVK01
MC835SDT			
MC855SDT			
MC873SDT			VVK02
MINICOMBO			
MINICOMBO			
MC855SDT			



**PRODUCT
 SAFETY
 RECALL**

SECOND NOTICE

Light Relocation,
 Reflector, Conspicuity
 Tape and Rear
 Extension Installation Kit
 (VVK00-0006)

Background: In June 2020, 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 U.S. 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 U.S. or Canada Federal Motor Vehicle 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 for this product safety alert.

Solution:

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

VVK00-0006 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.

**DEALER PARTICIPATION
REVIEW REPORT, ORDER KITS, CONTACT CUSTOMERS**

1. **Reports** will be emailed during the week of May 25, 2021, 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 VVK00-0006 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 **June 7, 2021**, at productsafety@vermeer.com.

2. **Review kits in dealer inventory.** Prior to ordering kits from Vermeer MV Solutions – Florida, check you inventory to determine if you have VVK00-0006 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(s). **Note:** Letters will be sent to the customers on or about June 8, 2021. Also refer to Owner Notification section below.

If you have any questions concerning the installation of VVK00-0006, 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 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

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 the owners with kit campaign status of OPEN on or about June 8, 2021. Owner letter notifications will be provided in the following languages:

• Arabic	• French
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All translated owner letters will also include the owner letter 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 VVK00-0006 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 towing vehicle driver and occupants, as well as others traveling on public roadways or in the immediate area while being towed.

Vermeer MV Solutions, Inc.

Attachment:

VVK00-0006 Kit instructions

Completion Schedule: <input checked="" type="checkbox"/> Product Safety Alert: Install immediately <input type="checkbox"/> 90 days from date of this bulletin <input type="checkbox"/> 180 days from date of this bulletin <input type="checkbox"/> 1 year from date of this bulletin <input type="checkbox"/> Only units within standard limited warranty period <input type="checkbox"/> N/A	Reimbursement: <input checked="" type="checkbox"/> Product Safety Alert: Work completion certificate required <input checked="" type="checkbox"/> All units listed above <input checked="" type="checkbox"/> Parts <input checked="" type="checkbox"/> Labor paid (Labor code: SB20) <input type="checkbox"/> Only units within standard limited warranty period <input type="checkbox"/> No reimbursement
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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 - VVK01-0006						
MODEL	VIN	SERIAL/UNIT		MODEL	VIN	SERIAL/UNIT
MC855SDT	5HZBF1925DLAD2030	131012		MC873SDT	5HZBF1927HLCH2136	171122
MC855SDT	5HZBF1924DLAD2018	131070		MC873SDT	5HZBF1921HLGH2192	171143
MC835SDT	5HZBF1927DLGD2080	131290		MC873SDT	5HZBF1923HLHH2200	171387
MC835SDT	5HZBF1920DLJD2100	131376		MC873SDT	5HZBF1928HLJH2205	171423
MC835SDT	5HZBF1922DLJD2101	131377		MC873SDT	5HZBF192XJLAJ2100	181002
MC835SDT	5HZBF192XELBE2122	141082		MC873SDT	5HZBF1922JLBJ2109	181049
MC833SDT	5HZBF1920ELGE2158	141246		MC873SDT	5HZBF192XJLBJ2116	181074
MC833SDT	5HZBF1923ELHE2173	141300		MC873SDT	5HZBF1920JLCJ2144	181170
MC833SDT	5HZBF1925ELJE2185	141341		MC873SDT	5HZBF1928JLCJ2148	181185
MC833SDT	5HZBF1927ELJE2186	141345		MC873SDT	5HZBF1929JLEJ2214	181259
MC873SDT	5HZBF192XELKE2198	141389		MC873SDT	5HZBF1923JLJG2232	181474
MC833SDT	5HZBF1921ELKE2199	141399		MC873SDT	5HZBF1927JLHJ2267	181499
MC833SDT	5HZBF192XFLAF2101	151007		MC873SDT	5HZBF1923JLHJ2282	181514
MC835SDT	5HZGF1921FLFF2136	151158		MC873SDT	5HZBF1928JLHJ2259	181550
MC873SDT	5HZBF1921GLCG2118	161083		MC873SDT	5HZBF1925JLJK2315	181658
MC873SDT	5HZBF1920GLDG2128	161113		MINICOMBO	5HZK19249KK002008	191393
MC873SDT	5HZBF1921GLKG2178	161331		MINICOMBO	5HZK19240KK002009	191603
MC873SDT	5HZBF1926GLLG2180	161336		MINICOMBO	5HZK19249LK002026	200295
MC873SDT	5HZBF1926HLAH2106	171038				

AFFECTED MACHINES - VVK02-0006						
Model	VIN	SERIAL/UNIT		Model	VIN	SERIAL/UNIT
MINICOMBO	5HZK19247KK002010	191560		MINICOMBO	5HZK19248LK002020	200135
MINICOMBO	5HZK19242LK002014	191758		MINICOMBO	5HZK1924XLK002021	200177
MINICOMBO	5HZK19246LK002016	191874		MINICOMBO	5HZK19243LK002023	200180
MINICOMBO	5HZK19248LK002017	200016		MINICOMBO	5HZK19247LK002025	200293
MINICOMBO	5HZK1924XLK002018	200028		MINICOMBO	5HZK19245LK002024	200305
MINICOMBO	5HZK19241LK002019	200114				

AFFECTED MACHINES - VVK03-0006						
Model	VIN	SERIAL/UNIT		Model	VIN	SERIAL/UNIT
MC855SDT	5HZBF2028CLCC9100	121165		MC855SDT	5HZBF1920CLFC2177	121285
MC855SDT	5HZBF1928CLCC2158	121221				



Product Safety Department
 Vermeer Corporation
 1210 Vermeer Rd East
 Pella, Iowa 50219 USA
 productsafety@vermeer.com

NHTSA SAFETY RECALL NUMBER 20V-204 and 20V-206



**PRODUCT
SAFETY
RECALL**

Second Notice

Light Relocation, Reflector,
Conspicuity Tape and Rear Extension
Installation Kit
(VVK00-0006)

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

Unit No: «PART_SRL»

June 8, 2021

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, 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 Corporation is administering this field recall on behalf of Vermeer MV Solutions, Inc.

Vermeer MV Solutions, Inc. has decided that a defect, that relates to motor vehicle safety, exists in certain model year 2012-2020 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 7 hours of labor for VVK01, 2 hours of labor for VVK02, and 8 hours of labor for 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 inform 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

Please provide your unit's model and serial number when contacting us. *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.

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 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>.



CANADA SAFETY RECALL NUMBER 2020-151 AND 2020-152

Product Safety Department
Vermeer Corporation
1210 Vermeer Rd East
Pella, Iowa 50219 USA
productsafety@vermeer.com



PRODUCT SAFETY RECALL

Second Notice

Light Relocation, Reflector, Conspicuity Tape and Rear Extension Installation Kit (VVK00-0006)

Model: «Model»
This notice applies to your vehicle,
Serial No: «PRD_SRL»
Unit No: «PART_SRL»

June 8, 2021

Dear «Model» owner:

This notice is sent to you in accordance with the requirements of the *Canada Motor Vehicle Safety Act*. This is to inform you that your vehicle may be non-compliant with the requirements of the *Motor Vehicle Safety Regulations* and that the non-compliance could affect the safety of a person.

In June 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 Corporation is administering this field recall on behalf of Vermeer MV Solutions, Inc.

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Regards,
VERMEER MV SOLUTIONS, INC.

Enclosure: First Notice Owner Letter – June 5, 2020

The owner shall send to the lessee a copy of this notice and any subsequent notice within 10 working days after the day on which the notice is received.