

Vermeer MV Solutions, INC.

Trenchless
Okahumpka, FL 34762 USA

FIELD CAMPAIGN SERVICE BULLETIN # **SMV2022-005** **DATE:** **14 June 2022**

CAMPAIGN TYPE:	Mandatory – Product Safety
CAMPAIGN CATEGORY:	Kit and Bulletin

MACHINE/ ATTACHMENT MODEL(S):	SERIAL NUMBERS		Kit Version
	Included	Excluded	
CSGT	See attached listing on page 4 of this Bulletin for specific VIN and Serial/Unit numbers.	N/A	VVK01
CV1273SGT			
CVGT			
CVSGT			
LP1273XDT			

Subject:



**PRODUCT
SAFETY
RECALL**

SECOND NOTICE

Light Relocation,
Reflector, Conspicuity
Tape and Rear
Extension Installation Kit
(VVK00-0009)

Background: In July 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

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 rear chassis, reducing rear impact protection and does 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 SVV2020-011 first notice for this product safety recall.

Solution:

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

VVK00-0009 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, and add a rear extension. **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 June 14, 2022, 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 VVK00-0009 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 27, 2022**, 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 VVK00-0009 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 28, 2022**. Also refer to Owner Notification section below.

If you have any questions concerning the installation of VVK00-0009, please contact the Vermeer MV Solutions – Florida service department. Vermeer Corporation is assisting Vermeer MV Solutions with the administration of this campaign.

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. Labor hours to install: 6 hour(s).

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 28, 2022**. 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 VVK-0009 from the 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 these corrective measures may cause you. This required work is for safety of the safety of the towing vehicle driver and occupants as well as other 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, INC.

Attachments:

VVK00-0009 Kit instructions
SVV2022-011 First notice

Completion Schedule: Product Safety Alert: Install immediately 90 days from MM/DD/YYYY 180 days from MM/DD/YYYY 1 year from MM/DD/YYYY Only Units within Standard Limited Warranty Period 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 No Reimbursement
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Internal Reference: TREAD Act Code <i>(Choose one or more codes applicable)</i>	--	Not Applicable	<input checked="" type="checkbox"/>	12	Exterior lighting
	02	Suspension		16	Structure
	03	Service brake system, hydraulic		17	Latch
	04	Service brake system, air		19	Tires
	05	Parking brake		20	Wheels
	11	Electrical		21	Trailer hitch

AFFECTED MACHINES - VVK01-0009					
MODEL	VIN	SERIAL/UNIT	MODEL	VIN	SERIAL/UNIT
CSGT	REDACTED	191830	CVGT	REDACTED	200111
CSGT		200131	CVGT		200291
CSGT		200269	CVSGT		191708
CV1273SGT		181524	CVSGT		191769
CVGT		191289	CVSGT		191831
CVGT		191643	CVSGT		200029
CVGT		191644	CVSGT		200155
CVGT		191645	CVSGT		200230
CVGT		200070	CVSGT		200297
CVGT		200072	LP1273XDT		191178
CVGT		200110			

NHTSA SAFETY RECALL NUMBER 20V-290 and 20V-293

Sample
Owner
Letter



**IMPORTANT
SAFETY
RECALL**

Second Notice

**Light Relocation, Reflector,
Conspicuity Tape and Rear
Extension Installation Kit
(VVK00-009)**

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

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 June 2022, 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 2016-2020 Vac-Tron «MODEL» vacuum excavator.

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 6 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 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



**PRODUCT SAFETY
DEPARTMENT**
Vermeer Corporation on behalf
of Vermeer MV Solutions, Inc.
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 safety of the towing vehicle driver and occupants as well as other traveling on public roadways or in the immediate area while being towed. We hope you agree the safety benefits surpass the inconvenience.

Regards,
VERMEER MV SOLUTIONS, INC.

Enclosure: First notice owner letter – July 14, 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>