



Vermeer MV Solutions, Inc.



FIELD CAMPAIGN SERVICE BULLETIN #: SMV2024-003

DATE: 23 January 2024

CAMPAIGN
TYPE:

Mandatory – Product Safety
DEALER INSTALLATION ONLY

CAMPAIGN
CATEGORY:

Bulletin Only

MACHINE/ ATTACHMENT MODEL(S):	SERIAL NUMBERS:		Kit Version
	Included	Excluded	
CSGT	See attached listing on pages 5-6 of this Bulletin for specific VIN and Serial/Unit numbers	N/A	VVK01
CS873GT			
CS870GT			
CS870DT			
CS800GT			
CS573GT			
CS570GT			
CS500DT			
CS1273GT	See attached listing on Page 6 of this Bulletin for specific VIN and Serial/Unit numbers	N/A	VVK02
CS1270SGT			
CS1270GT			

SUBJECT:



Light Relocation,
Reflector, Conspicuity
Tape Installation, and
Rear Extension
Installation Kit
(VVK000008)

BACKGROUND:

In July 2020 and August 2022, 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, CONSPICUTITY TAPE
AND REAR EXTENSION**

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 Standard (FMVSS/CMVSS) government 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 SVV2020-012 first notice and service bulletin SMV2022-013 second notice for this product safety recall.

SOLUTION:

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

VVK000008 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 January 23, 2024, 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 VVK000008 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 5, 2024**, at productsafety@vermeer.com.
2. **Review kits in dealer inventory.** Prior to ordering kits from the Parts Distribution Center, check your inventory to determine if you have VVK000008 in stock. Order kits by calling Vermeer MV Solutions – Florida at **888-822-8766** and 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 the customers on or about February 6, 2024. *Also refer to Owner Notification section below.*

If you have any questions concerning the installation of VVK000008, please contact the Vermeer MV Solutions – Florida service department. Vermeer Corporation is assisting Vac-Tron 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).

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 the owners on or about **February 6, 2024**. 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 VVK000008 from the Parts Distribution Center, 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 other traveling on public roadways or in the immediate area while being towed. We hope you agree that the safety benefits surpass the inconvenience.

PRODUCT SAFETY DEPARTMENT

Attachments:
 VVK000008 Kit instructions
 SVV2020-012 First notice

Completion schedule: <input checked="" type="checkbox"/> Product Safety Alert: Install immediately <input type="checkbox"/> 90 days from MM/DD/YYYY <input type="checkbox"/> 180 days from MM/DD/YYYY <input type="checkbox"/> 1 year from MM/DD/YYYY <input type="checkbox"/> Only units within standard limited warranty period <input type="checkbox"/> N/A	Reimbursement: <input checked="" type="checkbox"/> Product Safety Alert <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 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 - [REDACTED]						
MODEL	VIN	SERIAL/UNIT		MODEL	VIN	SERIAL/UNIT
CS870GT				CS873GT		
CS873GT				CS873GT		
CS873GT				CSGT		
CS873GT				CSGT		
CS873GT						

AFFECTED MACHINES - [REDACTED]						
MODEL	VIN	SERIAL/UNIT		MODEL	VIN	SERIAL/UNIT
CS1270GT						
CS1270GT						
CS1270SGT						



NHTSA SAFETY RECALL NUMBER 20V-289
and 20V-292

SAMPLE
OWNER
LETTER



PRODUCT SAFETY RECALL

Final Notice

Light Relocation, Reflector,
Conspicuity Tape and Rear
Extension Installation Kit
(VVK000008)

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

February 6, 2024

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 July 2020 and August 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 has decided that a defect, that relates to motor vehicle safety, exists in certain model year 2016-2020 Vermeer «MODEL».

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

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 contact the product safety department using the contact methods below.



VERMEER MV SOLUTIONS, INC.

Administered by:

Product Safety Department

Vermeer Corporation

1210 Vermeer Rd East

Pella, Iowa 50219 USA

productsafety@vermeer.com

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 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 that the safety benefits surpass the inconvenience.

Regards,

PRODUCT SAFETY DEPARTMENT

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>.