

Vermeer MV Solutions, Inc.

Trenchless
Okahumpka, FL 34762 USA

FIELD CAMPAIGN SERVICE BULLETIN # **SMV2022-006** **DATE:** **14 June 2022**

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

MACHINE/ ATTACHMENT MODEL(S):	SERIAL NUMBERS		Kit Version
	Included	Excluded	
CVGT	See attached listing on Pages 4 and 5 of this Bulletin for specific VIN and serial numbers	N/A	VVK01
CVGTLC			
CVSGT			
LPSDT			
LPSGT			
LPXDT			
MINICOMBO			

Subject:



**PRODUCT
SAFETY
RECALL**

SECOND NOTICE

Rear and Side Reflectors
Installation Kit
(VVK00-0010)

Background:

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

INADEQUATE REAR AND SIDE REFLECTORS

The rear and side reflectors 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 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, rear facing and side facing reflectors will be installed on the rear of the vacuum excavator. Property or equipment damage may also occur.

Reference: Service bulletin SVV2020-013 first notice for this product safety recall.

Solution:

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

VVK00-0010 has been created to provide the necessary parts and instructions to install reflectors on the rear and side of the vacuum excavator. **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 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 VVK00-0010 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 VVK00-0010 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 VVK00-0010, 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: 1 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 VVK00-0010 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 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 the safety benefits surpass the inconvenience.

Vermeer MV Solutions, Inc.

Attachment:

VVK00-0010 Kit instructions
SVV2020-013 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>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>
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<p>Internal Reference:</p> <p>TREAD Act Code</p> <p><i>(Choose one or more codes applicable)</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 - VVK01-0010

MODEL	VIN	SERIAL/UNIT	MODEL	VIN	SERIAL/UNIT
CVGT	REDACTED	200145	LPSDT	REDACTED	200211
CVGT		200286	LPSDT		200213
CVGT		200309	LPSDT		200223
CVGT		200326	LPSDT		200272
CVGT		200327	LPSDT		200273
CVGT		200328	LPSDT		200274
CVGT		200377	LPSDT		200275
CVGTLC		200356	LPSDT		200276
CVGTLC		200357	LPSDT		200277
CVGTLC		200358	LPSDT		200278
CVGTLC		200359	LPSDT		200292
CVGTLC		200360	LPSDT		200302
CVGTLC		200361	LPSDT		200303
CVGTLC		200362	LPSDT		200310
CVGTLC		200363	LPSDT		200311
CVGTLC		200364	LPSDT		200312
CVGTLC		200366	LPSDT		200313
CVGTLC		200368	LPSDT		200314
CVGTLC		200369	LPSDT		200315
CVGTLC		200370	LPSDT		200316
CVSGT		200264	LPSDT		200317
CVSGT		200265	LPSDT		200340
CVSGT		200266	LPSDT		200342
CVSGT		200267	LPSDT		200343
CVSGT		200288	LPSDT		200348
CVSGT		200289	LPSDT		200350
CVSGT		200299	LPSDT		200351
CVSGT		200300	LPSDT		200352
CVSGT		200301	LPSDT		200353
CVSGT		200304	LPSDT		200355
CVSGT		200318	LPSDT		200385
CVSGT		200319	LPSDT		200386
CVSGT		200329	LPSDT		200387
CVSGT		200330	LPSGT		200345
CVSGT		200331	LPXDT		200087
CVSGT		200332	LPXDT		200088
CVSGT		200333	LPXDT		200089
CVSGT		200341	LPXDT		200137
CVSGT		200349	LPXDT		200161
LPSDT		200105	LPXDT		200240
LPSDT		200106	LPXDT		200248
LPSDT		200107	LPXDT		200249

AFFECTED MACHINES - VVK01-0010						
MODEL	VIN	SERIAL/UNIT		MODEL	VIN	SERIAL/UNIT
LPXDT	REDACTED	200250		LPXDT	REDACTED	200296
LPXDT		200251		LPXDT		200306
LPXDT		200252		LPXDT		200307
LPXDT		200253		LPXDT		200308
LPXDT		200255		LPXDT		200337
LPXDT		200256		LPXDT		200339
LPXDT		200257		LPXDT		200344
LPXDT		200258		MINICOMBO		200346
LPXDT		200259		MINICOMBO		200395
LPXDT		200290				

**IMPORTANT
SAFETY
RECALL****Second Notice**
Reflector Installation Kit
(VVK00-010)Sample
Owner
Letter

June 28, 2022

Dear «MODEL» Owner:

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

This notice is sent to you in accordance with the requirements of the U.S. National Traffic and Motor Vehicle Safety Act.

In August 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 MV Solutions, Inc. has decided that a defect, that relates to motor vehicle safety, exists in certain model year 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 1 hour(s) 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 to inform us what dealership completed the installation 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 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 the safety benefits surpass the inconvenience.

Regards,
Vermeer MV Solutions, Inc.

Enclosure: First notice owner letter – August 21, 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>