

Vermeer MV Solutions, Inc.

Trenchless
Piedmont, South Carolina 29673 USA

FIELD CAMPAIGN SERVICE BULLETIN #: SMV2023-012 DATE: 16 March 2023

CAMPAIGN TYPE:	Mandatory – Product Safety DEALER INSTALLATION ONLY
CAMPAIGN CATEGORY:	Bulletin Only

MACHINE/ ATTACHMENT MODEL(S):	SERIAL NUMBERS:		Kit Version
	Included	Excluded	
Vac-Tron LP873SDT	See attached listing on page 5 of this bulletin for specific VIN and Serial/Unit numbers.	N/A	VMV01
Vac-Tron LP873SGT			
Vac-Tron LPSGT			
Vac-Tron LPXDT			

Subject:



Rear Extension
Installation Kit
(VMV000001)

Background:

In January 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 REAR EXTENSION

The trailers do not have an extended lower chassis, reducing rear impact protection and therefore not meeting U.S. Federal Motor Vehicle Safety Standard (FMVSS) governmental regulation 223 for the United States.

DEATH OR SERIOUS INJURY

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 SMV2021-001 first notice for this product safety recall.

SOLUTION:

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

VMV000001 has been created to provide the necessary parts and instructions to add a rear chassis extension. **This kit must be installed as soon as possible.**

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

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 March 16, 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 VMV000001 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 **March 27, 2023**, at productsafety@vermeer.com.
2. **Dealership orders kits** by **calling Vermeer MV Solutions – Florida at 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 **March 30, 2023**. *Also refer to Owner Notification section below.*

If you have any questions concerning the installation of VMV000001, please contact Vermeer MV Solutions Service Department – Florida at 888-822-8766.

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: 4.0 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 **March 30, 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 VMV000001 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 these corrective measures may cause you. This required work is for the safety of the crew, 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 the safety benefits surpass the inconvenience.

VERMEER MV SOLUTIONS, INC.

Attachments:

- VMV000001 Kit instructions
- SMV2021-001 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><input checked="" type="checkbox"/> All units listed above</p> <p><input checked="" type="checkbox"/> Parts <input checked="" type="checkbox"/> Labor paid (Labor code: SB21)</p> <p><input type="checkbox"/> Only units within standard limited warranty period</p> <p><input type="checkbox"/> No reimbursement</p>
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Internal reference: TREAD Act Code <i>(Choose one or more applicable codes)</i>	<input type="checkbox"/>	--	Not applicable	<input type="checkbox"/>	12	Exterior lighting
	<input type="checkbox"/>	02	Suspension	<input checked="" 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 - VMV01-0001

MODEL	VIN	SERIAL/UNIT	MODEL	VIN	SERIAL/UNIT
LP873SGT			LP873XDT		
LP873SGT			LP873XDT		
LP873SGT			LP873XDT		
LP873SGT			LP873XDT		
LP873SGT			LPSGT		
LP873SGT			LPSGT		
LP873SGT			LPSGT		
LP873SGT			LPSGT		
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LP873SGT			LPSGT		
LP873SGT			LPSGT		
LP873SGT			LPSGT		
LP873SGT			LPXDT		
LP873SGT			LPXDT		
LP873SGT			LPXDT		
LP873XDT			LPXDT		
LP873XDT			LPXDT		
LP873XDT			LPXDT		
			LPXDT		

SAMPLE
OWNER
LETTER



**PRODUCT
SAFETY
RECALL**

Second Notice
**Rear Extension
Installation Kit
(VMV000001)**

March 30, 2023

Dear «Model» owner:

Model: «Model»

This notice applies to your vehicle,

Serial No: «VIN»

Unit No: «Unit No»

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

In January 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 MV Solutions, Inc. has decided that a defect, that relates to motor vehicle safety, exists in certain model year 2016-2020 Vactron «MODEL» vacuum excavator trailers.

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

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 4.0 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:	«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

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 – January 21, 2021

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>